

Tenderers Briefing Event

Perth – 29 March 2017



Scottish Government
Riaghaltas na h-Alba
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Welcome and Introduction

Natalie McCrindle – Scottish Procurement & Commercial Directorate

David Hall - Scottish Procurement & Commercial Directorate

Colin Robertson– Directorate for Fair Work, Employability & Skills

Joanne Farrow – Directorate for Fair Work, Employability & Skills

Douglas Martin – Scottish Procurement & Commercial Directorate

Steve Gulland – Scottish Procurement & Commercial Directorate



Housekeeping/Domestics

- No fire alarm test today
- Please keep mobile phones on silent
 - Facilities
- Be an active participant, if in doubt ASK!



Purpose of the day

- To help you confirm your understanding of the requirement.
- To give you an opportunity to ask questions of the panel.
- An opportunity to network.



Agenda

| | Item | Lead | Duration |
|-------|-----------------------------------|-------------------|--------------|
| 09:30 | Arrival/Sign-in | | |
| 10:00 | Introduction | Natalie McCrindle | 5 mins |
| 10:05 | Policy Overview | Colin Robertson | 15 mins |
| 10:20 | Delivery | Joanne Farrow | 15 mins |
| 10:35 | Procurement | David Hall | 15 mins |
| 10:50 | Procurement Overview of ITT/PCS-T | Douglas Martin | 10 mins. |
| 11:00 | Q&A | All | 35 – 45 mins |
| 11:45 | Close | Natalie McCrindle | 5 mins |
| 11:50 | Networking | | 20 – 30 mins |



Policy Overview

Delivery

Fair Start Scotland Policy Overview

The following Scottish Government **values** are key to your service development and delivery:

- Dignity and respect – the relationship you will develop and have with all those who wish to participate on Fair Start Scotland should be built on these values.
- Fairness and equality – how you organise and deliver your services should demonstrate these values
- Continuous improvement – our commitment to take a test and learn approach in Fair Start Scotland, underpinned by a new partnership approach with providers



Fair Start Scotland Policy Overview

- The following **principles** will underpin your service offer and delivery:
- A flexible and whole person approach;
- Which is responsive to those with high levels of support needs;
- Supports our drive towards real and sustained jobs;
- A service which is designed and delivered in partnership.
- Designed nationally but adapted and delivered locally – with scope for providers to articulate their offer against minimum expectations.
- Better integration and alignment to maximise value for money



Client Groups – Tackling Inequality/Supporting Inclusive Growth

- SG priorities are reflected in the key client groups – disabled people, those at risk of long term unemployment, and/or have a long standing health problem.
- Early entry groups reflect our analysis of which groups are not participating in the labour market as fully as they should.
- Eligibility and suitability have to be established. Realistic prospect of employment is important - but not a mechanism for ‘creaming’.



Client Groups – Tackling Inequality/Supporting Inclusive Growth

- As a voluntary service, there will be attrition. We have calculated this within our modelling and have reflected on levels of voluntary engagement in Scotland for comparable services.
- Providers can help to positively influence this.
- Minimum volume expectation of 38,000 programme starts over the 3 years of referrals
- Modelling is based on flows of eligible clients in the first instance, scope to relax that and consider 'stock' in live running



Service Strands

- The service delivery has been designed on distinctive service levels rather than distinctive client groups.
- We have set out a broad articulation of the different levels of support that can be offered once participants engage – providers will develop and build on personalised support within this context.
- The segmentation tool will facilitate the allocation to each service level.
- Providers must bid on the basis of our planning assumption:
 - 14% - Core, 50% - Advanced, 36% - Intense



Service Strands

- **Core** – pre-employment support of between 6 and 12 months required. Including skills support, confidence/resilience building, work experience. Health not a barrier to work.
- **Advanced** - significant barriers. Require specialist support such as management of health conditions, literacy and numeracy, coping strategies and access to non-employability support needs such as housing and debt advice.
- **Intense** - Focused on disabled people requiring specialist intervention, but for others with multiple and complex needs (history of addiction/convictions). Can extend to 18 months. Supported employment/IPS should be available where required and appropriate.



Assumptions in service strand participation

- **Core** – mostly unemployed and jobseeking. Some early entry and some 24 months+ unemployed.
- **Advanced** – long term unemployed, some early entry unemployed, ESA WRAG, some disabled people.
- **Intense** – Predominantly disabled people. Some with long term health problems and face multiple and complex barriers to work.



Funding Model

- Four elements to the funding model:
 - Implementation Costs
 - Contingency Costs
 - Service Fee
 - Outcome Payments



Funding Model

- **Offer** of separate implementation costs against milestones to reduce barriers to entry
- Implementation costs open to all tenderers but not mandatory to take it.
- Only costs genuinely incurred and required before go live will be considered.
- If in doubt **ask** before you submit.
- No mark up, profit or surplus will be accepted



Contingency Costs

- Two separate costs to be considered
 - One where PRaP is the chosen contingency
 - One where clerical is the chosen contingency
- We expect to be able to confirm which one during the bidding period or before evaluation begins.



Funding Model

- Three payment bands based around the service strands
- Providers set the differential between the strands.
- The elements for each strand are:

Service fee – **30%** of overall costs for full delivery of the service, split into monthly payments but phased over first 3 years of referrals.

Remaining **70%** for outcomes



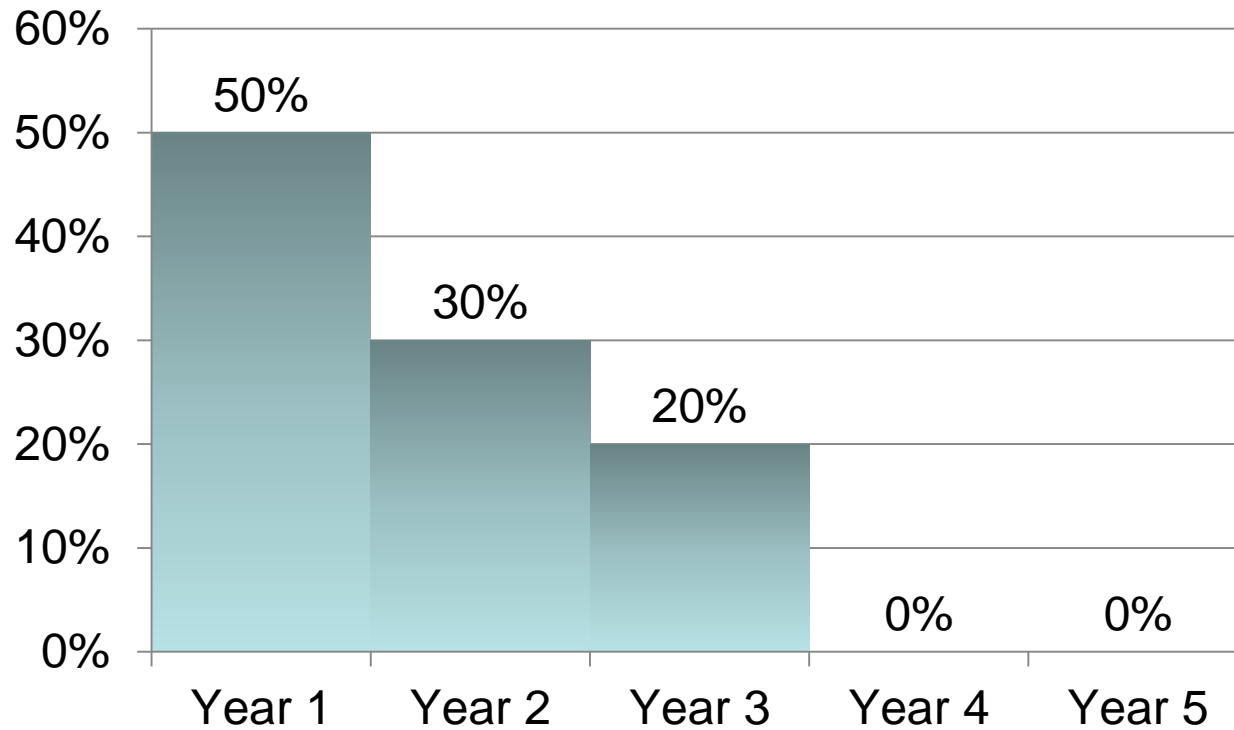
Funding Model

- Rationale for the Service Fee?
- Recognise the need to provide up front investment to support the client groups outlined in the ITT.
- Attachment fee not considered to be a realistic approach on an entirely voluntary programme.
- Balance with outcomes - delivery costs loaded and phased across first three years to reflect anticipated timings of outcome achievement.



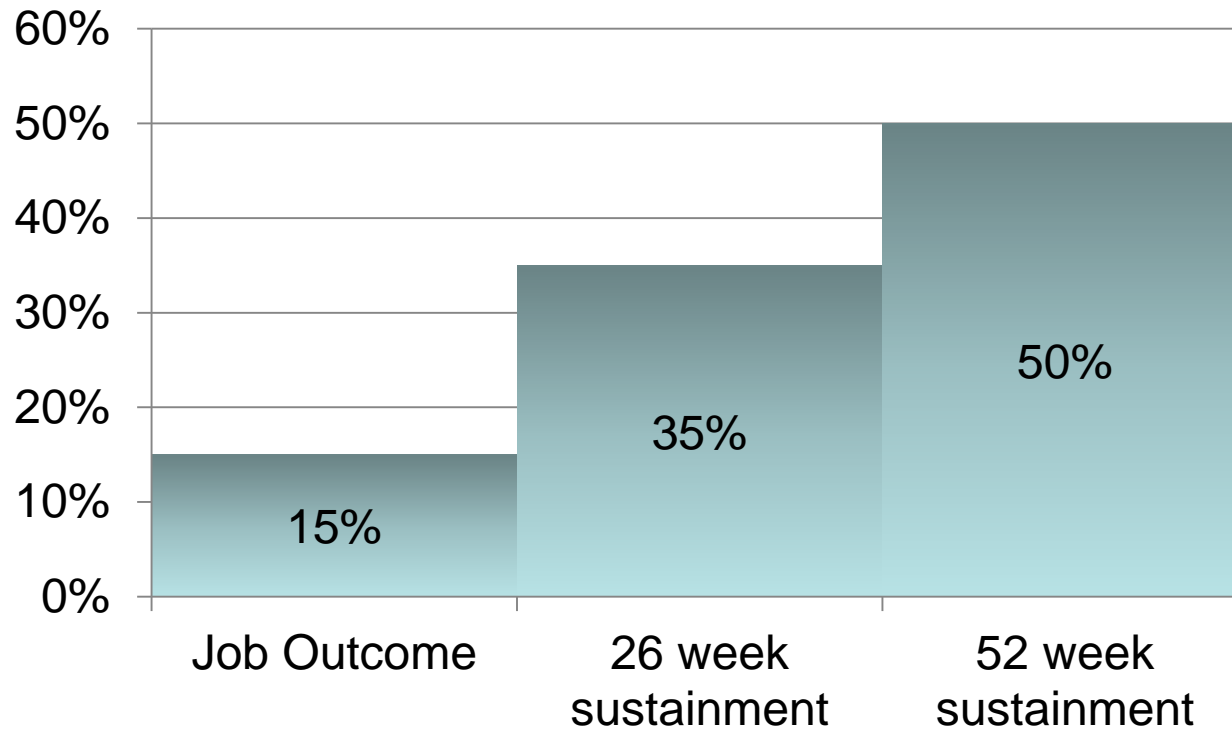
Funding Model

Service Fee



Funding Model

Total Outcome Fees



Funding Model

- Each of the outcome fee amounts will be divided by the **greater** of the Minimum Performance Expectation (MPE) or the tenderer's performance offer.
- The next slide highlights the relevant MPE for Glasgow.



Funding Model

Lot: Glasgow

| Strand | Assumed Starts % | Assumed Starts | 13 Week Job Outcome % | 13 Week Job Outcome | 26 Week Sustain % of 13 Week JO | 26 week Sustain | 52 week sustain % of 13 week JO | 52 week sustain |
|----------|------------------|----------------|-----------------------|---------------------|---------------------------------|-----------------|---------------------------------|-----------------|
| Core | 14% | 1064 | 41% | 436 | 84% | 366 | 70% | 305 |
| Advanced | 50% | 3800 | 27% | 1026 | 84% | 862 | 70% | 718 |
| Intense | 36% | 2736 | 28% | 766 | 84% | 644 | 70% | 536 |
| Total | 100% | 7600 | 29% | 2228 | 84% | 1872 | 70% | 1560 |



Delivery Approach

- Partnership
- Voluntary nature of service
- Performance Management - Key Performance & Delivery indicators



Segmentation Tool

- Every participant will receive the level and intensity of support that their barriers to employment require.
- Participants will be assigned to an indicative Service Strand prior to starting the Service. Providers will engage with participants in weeks 1-3 to confirm the Service Strand they will access.
- The Segmentation Tool is currently in development. We will seek to involve successful bidders in the testing and refinement of the Tool following contract award.



Fair Start Scotland IT System

- The intention is to share or exchange data electronically – method still to be agreed
- Service Providers will be consulted on data exchange options, potential examples; secure web-site or secure file transfer
- Service Providers will make their own arrangements for managing customer cases e.g. CRM
- Contract Payments will be processed via the Scottish Government Finance System



Fair Start Scotland Examples of Data Exchange

- Providers will receive an agreed set of Referral information with the Referral submission
- Each Referral will have a unique Reference Number
- The initial Result from the Strand Segmentation Tool will be provided and should be entered onto the Referral Record
- The Provider will update the Scottish Government with key status changes:
 - Start – Participation Agreement Signed
 - Exit (with reason for Exit) between Referral and Start
 - Strand confirmed (after 3 weeks)
 - Job Start date
 - 13 week milestone
 - 26 week milestone
 - 52 week milestone
 - Exit date (with reason for Exit) at any time post Start
- The exact method of these updates will be confirmed at a later stage
- The above does not replace the regular Management Information Reports to be supplied to the Scottish Government from the Providers own case load management records on a monthly basis.



Procurement Overview

Indicative Procurement Timeline

| Activity | Date(s) |
|---|--------------------------------|
| Last Date for Tender Questions | 5 May 2017 |
| Final Questions and Answer Log | 9 May 2017 |
| Tender Return Date | 24 May 2017 |
| Notification of Award Decision | 25 September 2017 |
| Standstill Period | 26 September to 5 October 2017 |
| Contract Award | 6 October 2017 |
| Implementation and Mobilisation | 7 October 2017 to 2 April 2018 |
| Operational Service Commencement Date (i.e. First Customer Referral) | 13 March 2018 |
| Service Delivery Go Live Commencement Date (i.e. Customer Start) | 3 April 2018 |



Lot Limiting

Lots - Tenderers can only be awarded a maximum of 3 Lots, one from each of the three pots, with the exception of a scenario as detailed within para. 19.1.

| POT 1 | | POT 2 | | POT 3 | |
|--|--------------------------------|--|--------------------------------|---|--------------------------------|
| Lot content | % share of potential customers | Lot content | % share of potential customers | Lot content | % share of potential customers |
| East <ul style="list-style-type: none"> • City of Edinburgh • East Lothian • Midlothian • Scottish Borders • West Lothian Fife | 22.2% | Southwest <ul style="list-style-type: none"> • North Ayrshire • South Ayrshire • East Ayrshire • Dumfries and Galloway | 10.5% | Northeast <ul style="list-style-type: none"> • Aberdeen City • Aberdeenshire | 5.9% |
| Glasgow <ul style="list-style-type: none"> • Glasgow | 20.0% | Tayside <ul style="list-style-type: none"> • Angus • Dundee City • Perth and Kinross | 7.6% | Forth Valley <ul style="list-style-type: none"> • Falkirk • Stirling • Clackmannanshire | 5.2% |
| Lanarkshire <ul style="list-style-type: none"> • North Lanarkshire • South Lanarkshire | 13.2% | Highlands and Islands <ul style="list-style-type: none"> • Argyll and Bute • Eilean Siar • Highland • Moray • Orkney Islands • Shetland Islands | 6.4% | | |



Lot Limiting

| Tenderer | Lot X | Lot Y | Lot Z |
|------------|--------|--------|--------|
| Tenderer A | Rank 1 | Rank 1 | Rank 2 |
| Tenderer B | Rank 2 | Rank 2 | Rank 1 |
| Tenderer C | Rank 3 | Rank 3 | No bid |

Tenderer A would be awarded Lot X.

Tenderer B would be the leading remaining tender for Lot Y, as Tenderer A is lot limited.

However, this would leave Lot Z without a compliant bid. Therefore Tenderer A would again be awarded Lot X and Y as top ranked tenderer in both, with Tenderer B being awarded Lot Z instead.



Invitation to Tender documentation

Part 2 Qualification Envelope PCS-T

- The European Single Procurement Document (ESPD) forms the Selection Criteria as detailed in the Qualification Envelope on the Public Contracts Scotland – Tender. Selection requirements in the ESPD must be met for submissions in this ITT document to be assessed.
- Some questions within the ESPD ask for documents to be included in the response, please ensure that you upload all relevant documents as requested. Failure to do so may result in rejection of your tender
- **PCS-T (electronic portal) requires responses to be uploaded directly into the system.**



Key Contract Dates

| Activity | Date(s) |
|--|---------------------------------|
| Contract Award | 6 th October 2017 |
| Implementation and Mobilisation | 7 October 2017 to 31 March 2018 |
| Operational Service Commencement Date (i.e. First Customer Referral) | 13 March 2018 |
| Service Delivery Go Live Commencement Date (i.e. Customer Start) | 3 April 2018 |
| Last Customer Referral: | 2 April 2021 |
| Last Pre-employment Support | 1 April 2022 |
| Note: In exceptional cases Pre-employment Support may be extended for up to 6 months for Customers in the Intense Strand. The last date for Customers on Pre-employment Support is: | 30 September 2022 |
| Last date for In-work Support (i.e. Contract expiry date). Note: This date applies only to Customers assigned to the Intense Service Strand whose pre-employment period was extended by 6 months. | 24 November 2023 |



Are you a Supported Business?

Two Part Test at Regulation 21

(2) In this regulation “supported business” means an economic operator whose ***main aim is the social and professional integration of disabled or disadvantaged persons***

and

where at least 30% of the employees of the economic operator are disabled or disadvantaged persons; and “supported employment programme” means an employment programme operated by an economic operator the main aim of which is the social and professional integration of disabled or disadvantaged persons and where at least 30% of those engaged in the programme are disabled or disadvantaged persons.



ESPD – Consortia Bids

- The Tenderer is required to indicate in the ESPD (Scotland) if they are intending to form a Consortium, to deliver main elements of required services they are bidding for under this Contract.
- The Lead Tenderer must answer all of the questions as detailed within the qualification, technical and commercial sections of the ITT on behalf of the Consortium as a whole.
- Consortium members will also require to complete the ESPD, as provided by the Lead Tenderer as referred to at Q1.11.4:

“Please download and complete the ESPD attachment for each of the named participants.

Bidders should ensure that any other participants are also registered on PCS-Tender.

Where you have multiple participants you should attach the completed ESPD responses as a single zip file against this question.”



Invitation to Tender - Technical Response

- Contains 27 questions (25 scoreable)
- Subject matter Sections (1- 7) and individual Questions weighted and Word count limited as detailed.
- Tenderers must ensure that they read **each question carefully**, that all answers provided are relevant, and that each question is completed in full within the wordcount restriction.
- Only information provided as a direct response to the Invitation to Tender will be evaluated. The Tenderer should **not** embed URLs in response to any questions as these will not be evaluated. Information and detail which forms part of general company literature or marketing or promotional material etc. should not be submitted by the Tenderer and will not be evaluated.



Invitation to Tender – Evaluation & Award Criteria

- **Award Criteria**

A Price Quality ratio (PQR) of **70 (Quality):30 (Price)** in favour of Quality will be used.

- **Tender Evaluation**

The Evaluation Panel shall determine the appropriate mark for each question in the Technical Response (part 4 of ITT) / Technical Envelope for all tenders. Marks awarded will be based only on the evidence submitted in the tender response to each question.



Award Criteria

| Section | Section Weighting |
|--|-------------------|
| 2.1 Service Requirement | 30% |
| 2.2 Human Resources | 20% |
| 2.3 Performance | 15% |
| 2.4 Communications & Marketing | 10% |
| 2.5 Contract and Performance Management | 10% |
| 2.6 Mobilisation and Implementation | 5% |
| 2.7 Sustainability, Environmental and Community Benefits | 10% |



Tender Evaluation – Scoring Criteria

| | | |
|---|--------------|---|
| 0 | Unacceptable | Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. |
| 1 | Poor | Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. |
| 2 | Acceptable | Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas. |
| 3 | Good | Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled. |
| 4 | Excellent | Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full. |



Invitation to Tender documentation

Public Contracts Scotland – Tender

- End to End E-tender system introduced in 2012 (not PCS).
- The Authority will use the system for running the tender exercise and for dealing with all correspondence relating to the tender.
- Tenderers should submit all requests for information and completed responses through the system.
- All technical queries related to PCS-T should be directed to the Bravo Solution helpdesk on 0800 368 4850 or at help@bravosolution.co.uk



Invitation to Tender documentation

Accessing ITT and Helpdesk facility

The screenshot shows the PCS-Tender website interface. The browser address bar displays the URL: <https://www.publictenderscotland.gov.uk/esp/ptb-host/private/public/>. The page features the PCS-Tender logo and navigation options. Two callout boxes are present: one pointing to the 'ITTs' link under the 'Projects' menu, and another pointing to the 'Need assistance?' section which provides the helpdesk contact information.

To obtain access to ITT

Helpdesk Tel number

Projects

- Dashboard
- PQQs
- ITTs
- Contracts
- File Sharing

Need assistance?

Please contact the Help Desk

0800 368 4850

help@bravosolution.co.uk

[Supplier Help Files](#)

User Profile

- Manage my Profile
- Modify Password
- Manage Users

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SCOTLAND
LEITE

NHS
National
Health Service
Scotland

Supplier
Development
Programme
Helping You Bid Better

Procurement Journey

11:37
22/03/2017

Invitation to Tender documentation

TOP TIPS

- Ensure that you read and digest all documentation thoroughly and make note of key actions and deadlines (you may want to create a checklist of actions to review prior to publishing your response).
- Don't leave your response until the last minute – if you have problems you may not be able to resolve them before the deadline for responses.
- Always use the secure messaging tool for communicating with the Buying team.
- Only upload attachments when requested. Try to avoid uploading very large files.



Invitation to Tender documentation

TOP TIPS

- Consider and review all optional questions and mandatory questions.
- Please treat your username and password securely. If you lose or forget your password there is a link on the homepage where it can be emailed to your registered email address.
- Consistently **SAVE** your work. Security protocols will automatically ‘time-out’ after 20 minutes of inactivity.
- Please remember your **MUST** submit your response to make it visible to the Buyer.
- Please note you may be required to provide an official signature from successful Applicants for some or all of the acceptance/certification confirmations provided electronically within the ITT.



Question and Answers



Questions?



We will continue to issue a Question and Answer log via PCS-T and share the Q&A from today.



Networking



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