**TfL 95727 Market Sounding Questionnaire:**

**TfL Steps into Work Programme: Supported Internship Provision**

1. Introduction
   1. This Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL). It seeks to obtain market feedback in relation to the design, delivery and management of supported internship provision for the Steps into Work programme. The primary focus of the MSQ is to better understand market/supplier appetite, capacity and capability, as well as perceived risks and opportunities.
2. Feedback Request
   1. Feedback is requested in relation to the proposals described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy.
   2. TfL would greatly appreciate your feedback in the form of a response to the questionnaire in Section 4. **Please send your responses via the ProContract portal:**

[**https://procontract.due-north.com**](https://procontract.due-north.com)

**or**

**Name:** Janny Graves

**E-mail:** jannygraves@tfl.gov.uk

**Email Subject Title:** [Insert Name of Your Organisation] Steps into Work MSQ

* 1. The feedback that we receive will be reviewed, analysed and will be taken into account in finalising the procurement of a supported internships delivery partner(s) for Steps into Work. Responses will be treated confidentially and will not be shared externally outside of TfL and GLA.
  2. For your feedback to be taken into account, **your completed MSQ must be received by**

**12:00 Noon Monday 17th May 2021**

1. Proposals for Consideration and Feedback

Background to the project

2. Transport for London’s employability programmes provide work readiness skills and opens doors to employment to some of the most disadvantaged groups in society. Individuals who fall into these groups have been disproportionately impacted by the current pandemic and now face even greater barriers to employment. The employability programmes are currently undergoing a redesign to better support those that most need it, through partnerships with charities, delivery partners and business stakeholders.

Steps into Work is one of TfL’s employability programmes. It consists of three rotational unpaid work placements across TfL, its partners (such as the Greater London Authority) or its supply chain. The current model for Steps into work also supports learners to achieve a BTEC Work Skills level 1 qualification.

Steps into Work is open to individuals:

* aged 16 and above
* with a mild to moderate learning disability and/or those on the autism spectrum
* with little-to-no work experience
* who aspire to gain paid employment upon completion of the programme

3.2. **Overview Information:**

Steps into Work supports transitions from education to employment, providing opportunities to learn in a business environment with the aim for learners to progress into sustainable paid employment within 12 months of completing the programme.

3.2.1 **Current structure of the Steps into Work programme:**

* Level 1 academic BTEC work skills qualification provided by an educational partner
* 3 supported, unpaid work-placements across TfL
* job coaching, on work-placement and up to 12 months post programme support into sustainable paid employment, delivered by a supported internship provider

3.2.2 **Current performance of Steps into Work programme Objectives**

* 99% of students who started the SiW programme completed the qualification: BTEC Certificate in Work Skills (Level 1)
* 91% of programme alumni are in Education, Employment or Training within 6 months of leaving the programme
* Since, 2016, 76% of the students are in paid employment
* 59% of students on the programme experience increased confidence in their employability after each work experience rotation
* 36% of programme alumni are now working for TfL
* TfL staff attitudes towards people with disabilities, in particular people with learning disabilities, improved after hosting a student
* Hosting a Steps into Work student provided development opportunities for placement managers and buddies

3.3. **Interfaces**:

* External: Greater London Authority and City Hall
* Internal: Key individuals in TfL’s Diversity, Inclusion and Talent function and placement managers.

3.4. **Proposed Programme (subject to change):**

|  |  |  |
| --- | --- | --- |
| **Indicative**  **Timeframes** | **Project Phase** | **Key Deliverables** |
| July 2021 | Tender | Contract Awarded |
| July 2021 | Design and Development | Programme sign-off |
| August 2021 | Recruit new cohort | A review of applications and interviews for 24 places |
| September 2021 | Commence programme | 3 rotational work-placements across TfL, it’s partners and supply chain, across 12-months |

**Please note: All numbers mentioned above are approximates and are subject to change.**

3.5. **Form of Contract:**

TfL Contract for Services

3.6. Proposed tender timeline

The proposed dates for the tender process are shown in the table below, which are subject to change:

|  |  |
| --- | --- |
| **Activity** | **Duration / Dates** |
| Issue MSQ | 29 April 2021 |
| MSQs returned no later than | **12:00 Noon 17 May 2021** |
| Consider findings from MSQ | 18 - 28 May 2021 |
| Invitation to Tender (ITT) | w/c 31 May 2021 |
| Deadline for Tender Submissions | w/c 14 June 2021 |
| Contract Awarded | July 2021 |
| Start-up meeting | July 2021 |

1. Questionnaire
   1. TfL wishes to seek your views on the extent of your capability, capacity and appetite for designing and delivering the Steps into Work programme.
   2. The feedback from this questionnaire will help inform decisions on the final procurement plan and will work alongside any other option appraisal work undertaken.
   3. TfL would appreciate your feedback in the form of a response to the following questionnaire, with the specific questions to be answered in the blank tables/boxes provided. Should you consider a question as not applicable to your organisation, please state “not applicable” in the tables/boxes provided.
   4. Please note responses to the questionnaire do not form part of any formal procurement process.

Steps into Work Academic and Supported Internship Provision: Market Sounding Questionnaire

Please complete:

|  |  |
| --- | --- |
| Organisation Name |  |
| Company Registration Number |  |
| Key Contact Name |  |
| Email Address |  |
| Telephone Number |  |

This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

*Please limit answers to no more than 500 words per question.*

Interest

1. a) Please specify whether you are interested in delivering the academic provision, supported internship provision, both or none for the Steps into Work Programme.

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|  |

b) If you are **not** interested in academic or supported internship provision, please specify why (e.g. risk of project, capacity or complexity of project etc).

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c) Would you propose an alternative structure (3.2.1) to achieve the objectives (3.2.2) of the Steps into Work programme? Please specify why and summarise the key features.

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1. a) Should the Steps into Work programme broaden to include all aspects of neurodiversity? Please specify why for answers yes or no outlining the key benefits and/or challenges in doing so.

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**Delivery**

1. a) Based on the proposed tender timeline in Section 3.4, please advise whether you think this is both realistic and achievable? Yes / No, if No please explain why and how TfL could improve the proposed timeline.

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b) Please tell us if you have evidence/good practice in the following areas(Y/N):

|  |  |
| --- | --- |
| Robust quality control systems for effective administration & project management |  |
| A track record of high-performance delivery to participants with learning disabilities and those on the autistic spectrum |  |
| Experience in delivery to complex organisations with multiple stakeholders |  |
| Expertise in supporting neurodivergent individuals into paid, sustainable employment |  |

Please provide comments on any of the above if you feel we require further information

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d) Based on the project delivery information outlined in the preliminary section of this document, please complete the table below indicating your organisations capability to deliver the activities detailed and whether you would intend to subcontract any of the activities mentioned.

**Alternatively**, if you propose a different delivery model, please detail the activities and any subcontracting requirements in section ‘e’

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Activity** | **Will you entirely self- deliver?  Yes/No** | **Will you be subcontracting? Yes/No** | **Please list any subcontractors that you may intend to work with, if not known at this stage please leave blank** | **If yes, please list the % split between work carried out by your self and the works subcontracted** |
| 1 | Meeting the design phase time frame and deliverables ( refer to 3.4) |  |  |  |  |
| 2 | Provision of academic attainment |  |  |  |  |
| 3 | Provision of tailored 1:1 job coaching |  |  |  |  |
| 4 | Provision of 12-months post programme support into employment |  |  |  |  |
| 5 | Provision of in-employment job coaching for 3-month minimum |  |  |  |  |
| 6 | Monitoring and Evaluation |  |  |  |  |
| 7 | Overall programme management |  |  |  |  |

e)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Activity** | **Will you entirely self- deliver?  Yes/No** | **Will you be subcontracting?**  **Yes/No** | **Please list any subcontractors that you may intend to work with, if not known at this stage please leave blank** | **If yes, please list the % split between work carried out by your self and the works subcontracted** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
|  |  |  |  |  |  |
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1. **Risk Management**

What does your organisation consider to be the top risks (up to 3 in order of criticality) to the successful delivery of the project? How can the identified risks be mitigated?

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| --- | --- | --- | --- |
| **Rank** | **Risk and description (up to 3)** | **Mitigation** | **Who is best placed to manage this Risk? (TfL or supplier etc)** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

1. What would encourage you to participate in the tender process for this project? Similarly, are there any critical factors that would deter you from the opportunity? Please list and explain 3 factors for each.

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| --- | --- | --- | --- |
|  | **What encourage would encourage you to tender for requirement, and why?** |  | **Critical factors that would deter you from tendering for requirement, and why?** |
| 1 |  | 1 |  |
| 2 |  | 2 |  |
| 3 |  | 3 |  |

**Commercial**

1. What funding sources would you access to support this programme

|  |  |
| --- | --- |
| Funding source | Prerequisites |
| *Example: Traineeships* | *16-24 yr. olds (25 yrs olds with an Education & Health Plan)* |
|  |  |
|  |  |
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1. Please provide details on the top 3 outcomes and the baseline measures of success you would expect from this type of programme.

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| --- | --- |
| **Top 3 outcomes** | **Success factors** |
| 1. |  |
| 2. |  |
| 3. |  |
|  |  |

1. Please provide details on the top 3 SLA’s you would expect to see for this type of service including how these could be measured. TfL name SLA’s as 100% within the control of the service provider.

|  |  |
| --- | --- |
| **Top 3 SLA’s** | **Measurement** |
| 1. |  |
| 2. |  |
| 3. |  |

1. The intention is for TfL to have ownership of in the form of Intellectual Property Rights (IPR). Please indicate your willingness to accept this arrangement as part of this contract? Y/N. If no, please explain why?

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1. Do you have any other comments regarding the proposals set out in this questionnaire and/or how TfL can conduct this procurement to get best value result?

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**We would like to thank you for taking the time to respond to this questionnaire.**

To confirm, **please send your responses via ProContract**

[**https://procontract.due-north.com**](https://procontract.due-north.com)

**Deadline: 12:00 Noon Monday 17th May 2021**

Contact for this questionnaire:

Name: Janny Graves

E-mail: jannygraves@tfl.gov.uk

Email Subject: [Insert Name of Your Organisation] Steps into Work MSQ

**END OF QUESTIONNAIRE**