

**Commercial Directorate,  
Commercial Management of  
Medical Services**

**RFP:** Personal Independence Payment Assessments  
Phase 2

**April 2011**

**0. DOCUMENT CONTROL****0.1 Summary**

This paper details the requirement for Contractor to conduct a further 900 Personal Independent Payment assessments.

**0.2 Key Personnel**

<b>Role</b>	<b>Name/Position</b>
Author	xx
Approved by	James Bolton (HWWD)
Authorised by	xx

**DISTRIBUTION**

Dr James Bolton	HWWD
xx	HWWD
xx	HWWD
xx	CMMS
xx	CMMS

**Glossary of Terms**

Authority	Dept of Work and Pensions
Contractor	G4S
DLA	Disability Living Allowance
Healthcare Professional	registered doctors, nurses, physiotherapists, paramedics or occupational therapists
NISSA	Northern Ireland Social Security Agency
RFP	Request for Proposal

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## 1.0 BACKGROUND

- 1.1 The Government intends to replace Disability Living Allowance (DLA) with a new benefit - Personal Independence Payment. The consultation document was launched on 6<sup>th</sup> December 2010 and the Government published a response on the 4<sup>th</sup> April 2011.
- 1.2 In March 2011, the Contractor completed an exercise for PIP Phase 1. This Phase consisted of 500 face to face assessments of people who have recently been awarded DLA to inform further development of the assessment.
- 1.4 This RFP details the Authority's requirement for the Contractor to conduct a further 900 Personal Independence Payment assessments for Phase 2. The purpose of this exercise is to provide the Authority with an indication of how the assessment criteria will impact the DLA caseload. It will not assess or determine how the assessment will be delivered when PIP commences in 2013.

## 2.0 SERVICE DESCRIPTION

### 2.1 General

- 2.1.1 Unless otherwise stated within this RFP, the contracted terms and conditions agreed for Phase 1 will apply.
- 2.1.2 The Contractor shall provide a proposal to conduct a further 900 Personal Independence Payment assessments within the Phase 2 from 20<sup>th</sup> June to 9<sup>th</sup> September 2011.
- 2.1.3 The assessments will be conducted on a national basis and the assessment reports should be returned to the Authority as soon as possible but no later than 9<sup>th</sup> September 2011.

### 2.2 Customer Contact

- 2.2.1 The Authority will provide a list of 1200 volunteers with whom it has discussed the nature of this exercise. Of these volunteers, it is envisaged that 1100 will be current DLA customers and 100 will be individuals who have been disallowed DLA.
- 2.2.2 The Authority acknowledges that if there are any delays in providing customer information, the timescales specified in para 2.1.2 may change but the Authority will endeavour provide these as soon as possible. Once the 900 assessments have been completed, no further assessments are required.
- 2.2.3 The Contractor shall arrange and conduct assessments at a time that is convenient for Customers. The Contractor shall conduct these assessments in the Customer's home.

2.2.4 If a Customer is not at home to assess, the Contractor may offer a further appointment. As long as it is completed to timescales specified in para 2.1.2.

2.2.5 The Authority will supply the Contractor with the scripts and communication products that should be used when arrangements for the assessment.

2.2.6 All queries and complaints will be dealt with by the Authority. (Contact: xx)

## **2.3 Training**

2.3.1 Training shall be developed and delivered by the Contractor for their Healthcare Professionals involved within the Phase 2.

2.3.2 The Authority will support the Contractor in development of the training and all training must be approved by the Authority.

2.3.3 There will be a strong emphasis within the training on quality and this will focus both on disability analysis and applying the assessment criteria descriptors. It is envisaged that the training will take 2 weeks (10 working days) per healthcare professional.

## **2.4 Assessment:**

2.4.1 The Authority will provide a revised blank template for the assessment for use by the Contractor.

2.4.2 The Contractor shall confirm that participating Healthcare Professionals will be registered doctors, nurses, physiotherapists, paramedics or occupational therapists with experience in carrying out functional assessments either in an occupational therapy or disability analysis setting.

2.4.3 The Contractor shall confirm how many HCPs will be involved within the Phase 2 exercise and whether they are Doctor, Nurse etc...

2.4.4 The Contractor shall provide reports based on the principles of disability analysis i.e. functional history, observed behaviour, functional assessment, logical reasoning and justification of opinions.

2.4.5 The Contractor shall ensure that all reports are accurate, legible, complete, comprehensive and fully justified in accordance with the consensus of medical opinion.

## **2.5 Payment incentives**

2.5.1 The Contractor will be required to make a payment of £30 in vouchers to all Customers who participate in the exercise (defined as agreeing to and having had an assessment).

**2.8 Management Information**

- 2.8.1 The Contractor shall advise at the end the project, the average Medical Standard Time (MST) for Phase 2 assessments.
- 2.8.2 The Authority will collate all other Management Information with regards to this exercise.

**2.9 Security/Data Retention**

- 2.9.1 Following completion of the exercise the Authority will instruct the Contractor to securely destroy all Customer documentation.
- 2.9.2 Secure transfer of the Authority's data is of the utmost importance. The completed reports following assessments must be returned to the Authority using a mail service that provides the individual items to be 'tracked and traced' from the sender to the recipient, or electronically using PGP for Secure Email (SEM). Any Customer data sent electronically, must be sent via PGP or Secure Email (SEM). Additionally, the Contractor shall ensure that all Customer data is securely handled at all times during the exercise.

**2.10 NISSA**

- 2.10.1 The Contractor shall provide a separate proposal to conduct assessments within Northern Ireland. It is envisaged that this separate exercise will require a further 200 assessments, in addition to the 900 assessments.
- 2.10.3 The processes and training agreed for the 900 assessments should also apply to the NISSA assessments.
- 2.10.2 The Contractor should submit separate charges and prices for the completion of the NISSA assessments, including training charges as these charges will be met separately. The invoice arrangements remain unchanged however any NISSA charges should show separately.

**3.0 CHARGES AND PRICES**

- 3.1 Payment will be made for a completed assessment only.
- 3.2 The Contractor shall propose a pricing model associated with conducting the assessments in the Phase 2. The pricing model should include:
- A pricing sheet setting out all priced elements in relation to activity e.g. cost per assessment, training, admin/IT costs, programme management, management of £30 incentive payment etc...
  - The man day/resource/effort showing each category/grade of personnel linked to the resource profile.
  - Details of named individual where man day/resource is being applied.
  - Any 3<sup>rd</sup> party supplier costs

- Any other appropriate costs.
- 3.3. The Contractor shall provide assumptions made when proposing the pricing model.
- 3.4 The Contractor shall base any prices proposed using an assumption that the face-to-face assessments will take no longer than 1 hour and subsequent report writing will take approximately 30 minutes.
- 3.5 The Contractor should not invoice for any assessment reports deemed by the Authority to be not 'Fit for Purpose'. These assessment reports will be returned to the Contractor highlighting areas that need to be addressed. If appropriate, this will enable the Contractor to rework the assessment report and/or provide feedback the HCP.

#### **4.0 RESPONSE CRITERIA**

- 4.1 The Contractor shall provide a full response by noon 12<sup>th</sup> May 2011
- 4.2 In summary the Response shall detail:
- Management Summary
  - Detailed Proposals in the same structure as the RFP
  - Commercial and operational assumptions. This must include details of who Contractor considers 'owns' the assumption, criteria for review and/or where appropriate, proposals for managing changes
  - Table clearly demonstrating where each Mandatory requirement is addressed
  - Responder's Details
- 4.5 The Contractor shall provide the response via PGP.

#### Details of Originator

Name:

Signature:

Organisation: CMMS

Date Submitted to CONTRACTOR:

Date for Response by Contractor: