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Tender

Functional Assessment Clinical Assurance and Training Services (FACATS)

Department for Work and Pensions

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

ITT_22251

Description

The Authority intends to award a public contract under section 19 of the Procurement Act 2023 (“PA 2023”). This procurement for the award of that public contract is being conducted as an open procedure in accordance with sections 20(1) and 20(2)(a) of PA 2023 for the award of a light touch contract in accordance with section 9 of PA 2023.

Overview

DWP commissions the provision of circa 2 million Assessments per year, which are conducted on behalf of DWP by Healthcare Professionals (HPs) employed by suppliers that were awarded Functional Assessment Service (FAS) Contracts (FAS Providers).

These Assessments are used to help determine eligibility to certain disability related benefits including Personal Independence Payment (PIP), Universal Credit (UC), Employment Support Allowance (ESA) and other Specialist Benefits.

The FAS Providers employ approximately 5,000 HPs to conduct Assessments on behalf of the DWP.

To conduct Assessments, HPs are required to have appropriate knowledge of the clinical aspects and the functional effects of a wide range of health conditions and disabilities as well as specific knowledge of how to conduct the Assessments and the related policy.

DWP owns a suite of benefit-related clinical Core Training and Guidance Materials (CTGM). The CTGM currently comprises a total of approximately 700 documents with a total of circa 30,000 pages. The CTGM is broken down into two categories, namely:

- a) CTGM relating to carrying out Assessments which accounts for the vast majority of documents. In addition to providing the guidance to HPs and Authority Clinicians when conducting Assessments, FAS Providers are also required to use the CTGM to inform and develop training programmes and associated materials for their circa 5,000 HPs.
- b) There are several CTGM documents for use by Authority Decision Makers. This category of CTGM includes guidance for Authority Decision Makers who determine eligibility for Attendance Allowance and Disability Living Allowance for Children.

In addition, DWP engages approximately 200 Authority Clinicians who will also use the CTGM for reference.

DWP is committed to ensuring clinical CTGM is annually reviewed and of the highest quality, evidence based, in-line with best practice and free from bias.

The Authority currently anticipates awarding a contract for the services (as further described below) for an initial period of 36 months with an option (at the Authority's discretion and subject to governance approval, available funding and satisfactory performance) for the Authority to extend the contract for a further period of up to 12 months by giving the Supplier written notice of no less than 20 Working Days before the initial term of the Contract expires.

Contract subject-matter

The following Services form the overall scope of Services required by the Authority under this procurement:

- a) Clinical QA Service - carrying out a review of the CTGM;

- b) Annual Clinical Training Course Service - delivering an annual clinical training course;
- c) Educational CPD Materials Service - developing educational CPD materials.

The above Services are required to be delivered in accordance with:

- a) the relevant sections of the Specification, which is set out in Appendix B of the ITS;
- b) the relevant Service Levels, as set out in Appendix C of the ITS; and
- c) the terms and conditions of the Contract, for which a draft is set out in Appendix D of the ITS.

The Authority has considered whether the FACATS Services could reasonably be supplied under more than one contract by dividing the procurement into lots. The Authority has concluded that splitting the procurement into lots could make the requirement disproportionately expensive to manage and increase the technical risk to deliver the requirement. The Services will be supplied under one contract.

Weightings for the Technical Qualitative Questions:

The weightings for Technical Qualitative Questions apply to the overall question and the Supplier should ensure any areas highlighted by the bullet points are covered within the overall response. No individual bullet point has a separate weighting and, subsequently, does not have a greater or lesser impact on the overall question, which will be assessed as a whole. Information will be evaluated against the pre-determined criteria as stated in the ITS.

Suppliers' Tender Responses will be scored in accordance with the scoring criteria set out below.

The score awarded for each question (in accordance with the scoring methodology detailed in paragraph 168 of the ITS) will be converted to a percentage score (in accordance with the question's respective weighting shown in the table in paragraph 173 of the ITS) to give a total score using the following formula:

Percentage score % = (Score awarded / Maximum score) x Percentage weighting

Example:

If a Supplier is awarded a score of 7 (Good) for Question 1, the percentage score awarded for that question will be:

Percentage score % = (7/10) x 22.5% = 15.75%

The maximum score available in respect of the Technical Qualitative Questions is 70%. The different weightings reflect the relative importance of each question to the Authority.

Example CTGM documents:

The Authority will provide copies of example CTGM documents (as listed in Appendix N to the ITS), to aid Suppliers in understanding the variation in content and size of individual CTGM documents.

Due to CTGM documents being classified as Official and containing some information that is confidential, it is a requirement of the Authority that a Supplier completes and signs the Non-Disclosure Agreement (set out in Appendix O to the ITS) as a prerequisite of receiving the example CTGM documents listed in Appendix N.

Total value (estimated)

- £1,640,000 excluding VAT
- £1,968,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 16 August 2025 to 15 August 2028
- Possible extension to 15 August 2029
- 4 years

Description of possible extension:

The Authority shall have the right to unilaterally extend the contract for a further period of up to 12 months (at the Authority's discretion and subject to governance approval, available funding and satisfactory performance) by giving the Supplier written notice of no less than 20 Working Days before the initial term of the Contract expires, unless terminated earlier in accordance with the provisions of the Contract.

Main procurement category

Services

CPV classifications

- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 85000000 - Health and social work services
- 85100000 - Health services
- 85140000 - Miscellaneous health services
- 85141000 - Services provided by medical personnel
- 75310000 - Benefit services
- 75311000 - Sickness benefits
- 75313000 - Disability benefits

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

The conditions of participation that apply to this competitive tendering procedure are contained within the Procurement Specific Questionnaire (in Appendix I of the ITS). The

conditions of participation relating to legal and financial capacity are listed below:

PSQ 13 – Are you intending to rely on another supplier to act as a guarantor?

If so, please provide their name and evidence of their economic and financial standing.

If you have answered 'no', please go to question PSQ 15.

PSQ 13(a) - If you are proposing to rely on another supplier to act as a guarantor please provide the following details:

- Full name of immediate parent company,
- Registered or head office address,
- Registration number (if applicable),
- VAT number (if applicable),

PSQ 14 – Please confirm whether you already have, or can commit to obtain, the levels of insurance cover indicated below that will be effective for the duration of the contract:

- a. Employer's (Compulsory) Liability Insurance* = £5,000,000
- b. Public Liability Insurance = £1m
- c. Professional Indemnity Insurance = £1m

PSQ 14(a) – Insert details of your insurances already in place or insurances which would be obtained for the duration of the contract (including information on how you will obtain this insurance - e.g. a quote)

PSQ 15 – Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects.

PSQ 15(a) – Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with UK data protection law and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:

- to ensure ongoing confidentiality, integrity, availability and resilience of processing

systems and services

- to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data
- to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable
- to ensure legal safeguards are in place to legitimise transfers of personal data outside the UK (if such transfers will take place)
- to maintain records of personal data processing activities
- to regularly test, assess and evaluate the effectiveness of the above measures.

PSQ 17 – If you are a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015, and if your latest statement is available electronically, please provide:

- the web address,
- precise reference of the documents.

If it is not available electronically, please state this and go to question PSQ 17 (a)

PSQ 17(a) – If your latest statement is not available electronically, please provide a copy.

PSQ 17(b) – If you are not a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015 (for example if your turnover is less than £36 million or you do not carry on your business, or part of your business, in the UK), please provide a link to an equivalent statement or document which demonstrates information to a to f above.

PSQ 17(c) – If all the information set out in a to f above is not included in your modern slavery statement or other statement or documents, please provide an explanation as to why not and/or assurances that it will be included before contract award.

Technical ability conditions of participation

PSQ 16 – Are you either:

- a) a Supplier to any of the Functional Assessment Service (FAS) Contracts with the

Authority (Procurement reference: tender_267317/1270543); or,

b) a sub-contractor to a Supplier detailed in (a) above that provides such Supplier with 'Supplier Personnel' to carry out the role of a HP and/or Clinical Author on behalf of such Supplier?

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

4 July 2025, 11:59pm

Tender submission deadline

14 July 2025, 11:59pm

Submission address and any special instructions

The tender documents associated with this tender notice are available at the same time as this notice is published.

The tender documents associated with this tender notice are:

- Functional Assessment Clinical Assurance and Training Services (FACATS) – Instructions to Suppliers

- Appendix A: Procurement terms and conditions
- Appendix B: The Authority's detailed requirement (Specification)
- Appendix C: Service Levels
- Appendix D: The draft contract terms
- Appendix E: Glossary
- Appendix F: Form of tender
- Appendix G: Certificate of non-collusion and non-canvassing
- Appendix H: Commercially sensitive information
- Appendix I: Procurement Specific Questionnaire (PSQ)
- Appendix J: Technical Qualitative Questions
- Appendix K: Pricing Quotation Template
- Appendix L: Financial Viability Risk Assessment (FVRA)
- Appendix M: Information Security Questionnaire
- Appendix N: Example CTGM documents
- Appendix O: Non-Disclosure Agreement

The Authority will be administering the competitive tendering procedure electronically via the 'DWP e-procurement portal' (the Portal). Suppliers must ensure they are registered on the Portal to participate in this procurement.

The tender documents are only available via the Portal which can be accessed via the URL link below within ITT_22251:

<https://dwp.bravosolution.co.uk/>

How to Express Interest in this Tender:

1. Register on the Portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions

& click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the Portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) - You can now access any attachments by clicking 'Authority Attachments' in the 'PQQ/ ITT Details' box
3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the Authority and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

A Tender Launch Event will be held on 27 June 2025 10:00 – 11:30. The session will cover the Competitive Tendering Procedure and is an opportunity for Suppliers to ask any clarification questions.

Suppliers wanting to attend the Tender Launch Event are required to use the messaging facility within ITT_22251 to provide the Authority with a list of attendee names and email addresses by 17:00 on 25 June 2025.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 August 2025

Award criteria

Name	Description	Type	Weighting
Commercial Envelope	<p>Price Methodology Any Price Tender which exceeds the Authority's available budget for the first year of the Contract shall be treated as non-compliant and rejected. The Authority's available budget for the first year of the Contract is £406,667 excluding VAT (i.e. £488,000 including VAT). If it appears to the Authority that any Tender may be abnormally low then the Authority may ask the Supplier to explain its price or costs. If following the Supplier's explanation, the Authority is not satisfied with the Supplier's account for the low level of price or cost in the Tender, the Authority may treat the Tender as non-compliant and reject it. Financial information should be submitted by Suppliers using the</p>		30.0%

Name	Description	Type	Weighting
	<p>Pricing Quotation Template on the Portal. Further details on how to complete this Commercial Envelope can be found in the Pricing Quotation Template on the Portal.</p> <p>Financial Evaluation Methodology The weighting for pricing in the Commercial Envelope is 30% of the total available for the Tender. The price per Billable Page quoted by the Supplier for the Clinical QA Service will be multiplied by the total number of Billable Pages estimated per year, as detailed in the 'CTGM volumetrics' tab, i.e. 29,222 Billable Pages. The resulting value will be the Suppliers total Charges for the Clinical QA Service. The Suppliers total anticipated Charges for the Clinical QA Service will be added to the Suppliers quoted annual fixed prices for the Annual Clinical Training Course Service and the Educational CPD Materials Service. The resulting value will be the Suppliers total annual Charges for all Services. Each Supplier will be given a score under this</p>		

Name	Description	Type	Weighting
	<p>Commercial Envelope using the calculation below: Calculation: (A / B) x 30% Where: A = the lowest total annual Charges for all Services from the Supplier who submitted the lowest total annual Charges; B = the total annual Charges for all Services for the Supplier being evaluated. Completing the Pricing Quotation Template You must complete the Pricing Quotation Template electronically using the spreadsheet provided.</p> <p>To open, click on the attachment, which should automatically open up the file. The attachment was produced in Microsoft Excel 365. Please ensure your Pricing Quotation Template response is completed in Microsoft Excel 2010 or later versions. All prices quoted in the Pricing Quotation Template must: a) be exclusive of VAT. b) not include indexation, as prices will be adjusted for indexation in accordance with the terms and conditions of the Contract.</p>		

Name	Description	Type	Weighting
Question 2.2.1: Example of a contract for similar services	<p>Please describe, using Quality at least one example, where you have delivered similar clinical QA services for a major organisation (public or private sector) and how you will use the experience gained and lessons learned to deliver the Clinical QA Service detailed in the Specification. Please provide contact details for a senior management representative within the organisation detailed in your example that is willing to act as a reference and who you have confirmed is willing to be contacted by DWP to verify the information you have provided in your response to this question. As a minimum your response should:</p> <ol style="list-style-type: none"> Detail the scope of services you delivered to the organisation and how they have relevance to the Clinical QA Service. Detail your performance levels in delivering the similar services and describe how you will use your experiences to ensure the Service Levels in the Contract will be 		22.5%

Name	Description	Type	Weighting
	<p>achieved. 3. Detail examples of where your service delivery exceeded the requirements of the relevant service description / specification, where you added value and how this will positively impact delivery of the Services for this Contract. 4. Give an example to demonstrate how you dealt with blockers and issues including evidence of where things didn't go well, what you did to improve the situation and the approach you will take to manage blockers/issues that may arise on this Contract. Please complete your response using Arial font size 12 limited to three (3) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Name	Description	Type	Weighting
Question 2.2.5: Development and delivery of the Annual Clinical Training Course Service	<p>Please describe, using Quality examples from previous experience, your approach to the development of training materials required under the Annual Clinical Training Course Service and how you will use the experience gained and lessons learned to deliver an excellent educational experience to all Authority Clinicians who participate at the face-to-face annual clinical training course. Please include your delivery methods and strategies to maintain engagement. As a minimum, your response should:</p> <ol style="list-style-type: none"> Detail how the Annual Clinical Training Course you develop will meet the requirements set out in Section 5.2 of the Specification. Outline how you will approach and develop training, especially for content related to functional impacts of disease and disability on a person's daily living activities. Detail the skills and experience within your organisation of training presenters / facilitators who can deliver 		12.5%

Name	Description	Type	Weighting
	<p>engaging face-to-face CPD training courses.</p> <p>4. Detail your approach to collaborating with DWP to co-create the learning objectives for the training course to ensure it meets the training needs of Authority Clinicians in maintaining up-to-date relevant clinical knowledge. 5. Describe, using examples from previous experience, how you will gather and review feedback and how this will be used to improve on the following years Annual Clinical Training Course Service. Please complete your response using Arial font size 12 limited to three (3) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Name	Description	Type	Weighting
Question 2.2.6: Development and delivery of the Educational CPD Materials Service	<p>Please describe, using Quality examples from previous experience, your approach to the development of educational CPD materials required under the Educational CPD Materials Service and how you will use the experience gained and lessons learned to ensure such materials are relevant, based upon functional impacts of disease, up-to-date, and engaging for a wide range of Authority Clinicians.</p> <p>Please include your delivery methods and strategies to maintain engagement. As a minimum, your response should:</p> <ol style="list-style-type: none"> Detail how the educational CPD materials you develop will meet the requirements set out in Section 6.2 of the Specification. Outline how you will approach and develop educational CPD materials, especially for content related to functional impacts of disease and disability on a person's daily living activities. Detail your approach to collaborating with DWP to co-create the learning objectives for 		12.5%

Name	Description	Type	Weighting
	<p>the educational CPD materials to ensure they meet the CPD needs of Authority Clinicians in maintaining up-to-date relevant clinical knowledge. 4. Detail the skills and experience within your organisation to develop, publish and host CPD content that can be accessed by Authority Clinicians. 5. Describe, using examples from previous experience, how you will gather feedback and how this will be used to improve on the following years Educational CPD Materials Service. Please complete your response using Arial font size 12 limited to three (3) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Name	Description	Type	Weighting
Question 2.2.4: Quality of the Clinical QA Service	<p>Please describe in detail the processes you will put in place to manage, monitor, and report on the quality and consistency of CTGM document reviews under the Clinical QA Service to be carried out by Supplier QA Clinicians. Please include your rationale and evidence to support your approach. As a minimum, your response should;</p> <ol style="list-style-type: none"> 1. Detail your processes for ensuring consistency of delivering the Clinical QA Service and avoidance of conflicting comments when reviewing similar CTGM documents (e.g. two separate CTGM documents which may cover asthma and ensuring both documents cross-reference to the same sources of clinical guidance). 2. Detail your processes for monitoring and analysing trends, managing, and improving all aspects of quality across your delivery to ensure what is detailed in the Specification are met, including performance against KPIs, 	Quality	10.0%

Name	Description	Type	Weighting
	<p>management information, and any other reporting requirements. 3.</p> <p>Explain how improvement actions in relation to Clinical QA Service quality will be identified and undertaken to positively support the Supplier QA Clinicians in their performance and development.</p> <p>Please complete your response using Arial font size 12 limited to two (2) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Name	Description	Type	Weighting
Question 2.2.2: Recruitment & Retention of Supplier QA Clinicians	<p>Please describe in detail how you will recruit and retain Supplier QA Clinicians (during the mobilisation period and throughout the life of the Contract) to deliver the Clinical QA Service. Please include your rationale and evidence to support your approach. Also detail the processes your organisation will put in place to ensure no excluded person is employed or contracted by the Supplier for the role of Supplier QA Clinician (i.e. as detailed in Section 4.2.3 of the Specification which states if such person is currently employed or contracted by a FAS Provider (either directly or indirectly) to carry out the role of a Clinical Author on behalf of such FAS Provider, they cannot deliver services under this Contract). Your response should reflect any variance in approach for the following categories of Supplier QA Clinicians:</p> <ul style="list-style-type: none"> • Supplier QA Clinicians directly employed by you, the Supplier organisation. • Supplier QA Clinicians 	Quality	7.5%

Name	Description	Type	Weighting
	<p>employed by Sub-contractors; • Self-employed Supplier QA Clinicians with whom you propose to contract directly. As a minimum your response should:</p> <ol style="list-style-type: none"> 1. Outline how you will ensure suitably qualified (i.e. meeting the credentials detailed in the Specification) and motivated Supplier QA Clinicians will be recruited: (i) initially to support a successful service commencement; and, (ii) throughout the life of the contract. 2. Outline how you will ensure no excluded person is employed or contracted by the Supplier for the role of Supplier QA Clinician. 3. Detail your proposed process for Supplier QA Clinician retention to support consistent delivery of the Clinical QA Service. 4. Detail how you will monitor and evaluate the effectiveness of your proposed recruitment and retention approach. 5. Describe the key recruitment and retention challenges you envisage in relation to delivery of the Services and how you plan to overcome them (e.g. recruiting in 		

Name	Description	Type	Weighting
	<p>a highly competitive market, ensuring the job description and expectations of the role are clear). 6. Describe how your Supplier QA Clinician resource planning assumptions allow for flexibility to respond to any factors including Supplier QA Clinician absence (e.g., Maternity/Paternity, long/short term sickness absence, annual leave), attrition (including during recruitment, on-boarding and initial training periods).</p> <p>Please complete your response using Arial font size 12 limited to three (3) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Name	Description	Type	Weighting
Question 2.2.3: Skills and development of Supplier QA Clinicians	<p>Please describe in detail how you will ensure that Supplier QA Clinicians delivering the Clinical QA Service possess and retain the necessary skills, experience, and competencies to deliver as set out in the Specification throughout the life of the Contract. Please include your rationale and evidence to support your approach. Your response should reflect any variance in approach for the following categories of Supplier QA Clinicians:</p> <ul style="list-style-type: none"> • Supplier QA Clinicians directly employed by you, the Supplier organisation; • Supplier QA Clinicians employed by Sub-contractors; • Self-employed Supplier QA Clinicians with whom you propose to contract directly. As a minimum, your response should: <p>1. Outline how you will approach and deliver specific training/upskilling for the Clinical QA Service: (i) initially to support a successful service commencement; and, (ii) throughout the life of the contract.</p> <p>2.</p>	Quality	5.0%

Name	Description	Type	Weighting
	<p>Detail the skills and experience of Supplier QA Clinicians in respect of functional impacts of disease and disability on a person's daily living activities and how such skills/experience will be maintained and kept up to date throughout the life of the contract. 3. Explain how you will assess and monitor competence of Supplier QA Clinicians to carry out the Clinical QA Service initially and throughout the life of the contract. Please complete your response using Arial font size 12 limited to two(2) A4 pages (including any diagrams, illustrations, graphics, etc.). Do not include any embedded documents.</p>		

Other information

Payment terms

The Supplier must be prepared to use electronic purchase to pay (P2P) routes, including eInvoicing. The Supplier must be prepared to work with the Authority to set up and test all electronic P2P routes. This may involve creating technical ordering and invoice files, including working with our ERP system service suppliers and systems.

Description of risks to contract performance

Not applicable.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Reduced tendering period

Yes

Light touch contract - no minimum

Contracting authority

Department for Work and Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House 7th Floor 6-12, Tothill Street,

London

SW1H 9NA

United Kingdom

Contact name: ADRIAN SAGE

Telephone: 07795301195

Email: ADRIAN.SAGE@DWP.GOV.UK

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Region: UKI32 - Westminster

Organisation type: Public authority - central government