

INFORMATION TO BE PROVIDED IN TENDERS

NOTES:

- One Tender comprising Tender Response 1 and Tender Response 2 must be submitted as detailed in point 5 of Document A.
- The Tender Responses must be clearly headed to identify between Tender Response One and Tender Response Two.
- Both Tender Response One and Two must comprise the information detailed below in the numerical order in which the items appear. Note, however, that only ONE of the following documents need be submitted with the Tender:
 - Item 1 Completed Form of Tender and Instructions to Tenderers Form
 - Item 2 Completed Declaration that the Tender is a Bone Fide Competitive Tender
 - Item 3 Completed Parent Company Guarantee(s)
 - Item 13 Information about your Organisation (audited accounts and Health & Safety policy)
 - Item 16 Reference Sites
- Tender Response One and Two must be submitted on separate documentation, be separately securely held together and submitted together with one Tender Return Label affixed to the envelope.

Information to be Provided in Tenders

1. Completed Form of Tender and Instructions to Tenderers Form.
2. Completed Declaration that the Tender is a Bone Fide Competitive Tender.
3. Completed Parent Company Guarantee (if a private sector Tenderer and a subsidiary company). A completed Parent Company Guarantee will also be required for any subsidiary company members from a consortium and also from any subsidiary company Sub-Contractors.
- 4.1 Management Summary
 - 4.1.1 Provide details of your organisation's knowledge of the provisions of section 245 of the Criminal Procedures (Scotland) Act 1995 in relation to the provision for Restriction of Liberty Orders and remote monitoring of Offenders;
 - 4.1.2 Provide details of your organisation's experience of remote monitoring and work undertaken in this area and indicate your awareness of the rights of Offenders and families involved with Restriction of Liberty Orders;
 - 4.1.3 Summarise the main features of your organisation's remote monitoring service and highlight the main features that provide your "competitive edge". Describe you view

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on the potential added value of Electronic Monitoring to the supervision of Offenders in the community;

- 4.1.4 Detail your organisation's overall approach to the delivery of the Service;
- 4.1.5 State any changes required by your organisation to satisfy the requirements of Document D and how and when these will be overcome.

5. Transition Plan

- 5.1 Provide a detailed Transition Plan setting out how the organisation will identify and address the tasks necessary to be undertaken between the date of Contract award and Contract commencement including how liaison with agencies and current contractors will be managed. Identify the staff involved in the process and their specific roles, and indicate what you would expect by way of transitional assistance from the Scottish Executive.

6. Statement of Service Requirements (Document D)

- 6.1 Provide a detailed Implementation Plan setting out the timescales and key milestone dates for the delivery of the Service from the date of Contract commencement. In the Plan address the Statement of Service Requirements set out in Document D and state how your organisation will deliver the required Service. State how provision will be made to cover Service delivery to the Islands and identify any difficulties and how these will be overcome;
 - 6.1.1 Explain in detail the approach that will be undertaken to provide the Service to the service levels and outputs stated or to higher levels and outputs;
 - 6.1.2 Explain how variations to the Service will be managed.

7. Hardware

- 7.1 Provide details of the technical specifications of the proposed Equipment and state how it will deliver the requirements of Document D. State how Equipment reliability, continuity, and compatibility with the proposed software will be assured, and your proposal for ensuring adequate numbers of Equipment both to replace malfunctioning Equipment and to cater for an expansion in Order numbers.

8. Software

- 8.1 State if the organisation has the proposed software in a live, fully functional and operational state, and if not, how it proposes to achieve this by the Service Commencement Date;
- 8.2 State how the software will handle information for multiple sources simultaneously.
- 8.3 Provide details about how the organisation will meet the legislative requirements for document format and contents as detailed in Section 6.11.12 of Document D;
- 8.4 Demonstrate procedures for ensuring that the software has the capability for all reports of possible violations are processed correctly, and the recording of periods during which the Offender is restricted;
- 8.5 Provide details of the organisation's plan for addressing Equipment failure and data loss, and how it will ensure the protection, security and integrity of data;

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- 8.6 Provide details of the licensing arrangements for software and any radio transmissions;
- 8.7 Advise the provisions for information storage and retrieval including data protection considerations.
- 8.8 State how the organisation will cater for the Scottish Ministers' requirement for additional uses as provided for in Section 17 of Document D in addition to unspecified requirements that may arise during the Contract.
9. Staffing
 - 9.1 Provide details of the name, qualifications and experience of the individual allocated as Project Manager to manage the Service and Contract and the Deputy, and include current CVs. State the staff structure including positions, functions and numbers of the staff team who will deliver the Service. Identify the employment arrangements of the proposed staff team;
 - 9.2 State the procedures the organisation will follow to recruit staff and the security checks that will be undertaken including the provisions of Part V of the Police Act 1997 when operational;
 - 9.3 Indicate the number of staff outlined above with relevant qualifications, and proposals for the introduction of any new training initiatives;
 - 9.4 State provisions for staff development and training;
 - 9.5 State how the organisation will address changes of key personnel e.g. Project Manager and Deputy Project Manager to ensure no disruption to the provision of the Service;
 - 9.6 Provide details of any human resource issues and staffing levels over the last 3 years, including any TUPE or equal opportunity issues, any unresolved, on-going disputes, Industrial Tribunals etc.
10. Quality Assurance
 - 10.1 Provide details of your standard procedures for monitoring and maintaining quality of Service, for ensuring timely and accurate delivery of the requirements detailed in Document D, escalation procedures used in resolving problems, and addressing non adherence/failure to deliver Service within prescribed timescales;
 - 10.2 Explain how the organisation will maintain the Service both at times of low and high Order numbers, and demand resulting from simultaneously running restriction periods with the potential for offender violations;
 - 10.3 Provide details of any information that will be provided in the monthly contract monitoring report in addition to the details specified in Document G, and how formal feedback will be obtained from the agencies involved in the Service.
11. Internal Audit
 - 11.1 Describe your internal audit arrangements in relation to Document D including the proposed document format and content. Provide information on the number and competency of the staff undertaking the internal audits.

11.2 Describe how compliance with Document D, Section 19 regarding Performance Measurement will be achieved.

12. Standards, Accreditation and Continuous Improvement

12.1 Describe your quality assurance and control procedures, and whether your organisation has sought accreditation under any recognised accreditation scheme (e.g. Charter Mark, Investors in People, ISO 9000, BS 8600: 1999) and the outcome;

12.2 Describe your organisation's approach to continuous improvement, including any involvement in benchmarking, and give details of any future plans. Provide details of how a programme of continuous improvement will be implemented during the Contract period. This will include, but not be limited to:

- a description of the system to be used
- a project plan for introducing and developing the system
- details of the benefits the tenderer envisages will be delivered together with an indication of when these will be realised;

12.3 Detail any innovative proposals and the degree of improvement the innovation will bring, the viability of the proposed innovation, and the Tenderer's ability to introduce and manage the innovation.

13. Information about your Organisation

13.1 Provide 1 copy of your last three years audited accounts and the accounts of your group (if any) in English and in UK Sterling. Note: if a Tender is submitted from consortia, 1 set of audited accounts in English and in UK Sterling must be forwarded from each consortia member. If an organisation intends on sub-contracting any of the Service, audited accounts in English and UK Sterling must also be provided from each sub-contractor.

13.2 Provide 1 copy of the organisation's health and safety policy statement and arrangements that are in place to ensure compliance with UK health and safety legislation, in particular the Health & Safety at Work Act 1974 and The Management of Health and Safety at Work Regulations 1999. Note: if a Tender is submitted from consortia and/or involves sub-contractors, one policy only will be required and all consortia members/sub-contractors will be required to adhere to the policy.

14. Business Continuity Planning

14.1 Provide a detailed Business Continuity Plan stating how the organisation would address any major catastrophes and ensure continuity of the Service.

15. Compliant and Non-Compliant Tenders

15.1 A compliant Tender must be submitted for it to be considered. If your organisation has submitted a compliant tender, subject to the prior approval of the Scottish

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Executive, a non-compliant Tender may be submitted that offers greater innovation, higher standards or quality and better value for money. At the Scottish Executive's absolute discretion, a non-compliant Tender may be considered alongside a compliant Tender.

16. Reference Sites

16.1 List all clients (Public and Private Sector) to whom your organisation is providing the same or similar Service to that required in this ITT. For each reference site the following information is required;

- Details of the service provided
- Period of the Contract
- The number of Offenders covered by the service.

Contacts should be named so that the Scottish Executive can seek information from any three clients about the services provided by your organisation. You must include written permission for the Scottish Executive to contact, and/or discuss contract performance, and/or visit any or all of the contacts detailed without you or your representative being present.

17. Contact and Liaison Arrangements

17.1 State how the arrangements for contact and liaison will be achieved to meet the requirements of Section B, paragraphs 14 and 15 of Document D.

18. Pricing Schedule

18.1 Tenderers must complete the Pricing Schedule (Document N) in accordance with the instructions contained within the Document;

18.1.1 Tenderers must state the mechanism to be used to cost more than one Order per Offender running concurrently;

18.1.2 Tenderers must indicate the percentage of the Price per Day that comprises delivery of the Service to the Islands;

18.1.3 Tenderers must state how the Contract will be financially monitored.

19. Environmental Issues

Provide details of the organisation's track record in environmental issues over the last 3 financial years.

20. Capacity to Cover Additional Areas under Contract

Provide the approach and method that your organisation will undertake if the Scottish Ministers requested your organisation to provide Service to an Area where a Service delivered by another Contract has ceased.

21. Phase Out Plan

Provide a detailed Phase Out Plan setting out how the organisation will identify and address the tasks necessary to be undertaken during the six months period prior to the date of Contract expiry or date of earlier termination as notified by the Scottish Ministers.