



## **Finance, Benefits and Debt In-Custody & Community Services for South West**

### **Annex A -**

## **Technical Questionnaire**

### **Ingeus UK**



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# 1. Introduction

1.1 This document allows us to evaluate the quality of your Service proposal for Finance, Benefits and Debt In-Custody & Community Services for the PCC Region selected in the question before the Mandatory Declarations.

1.2 The document is split into three (3) sections

## 1.2.1 Region of this response

1.2.1.1 Please submit one copy of this template per lot you are bidding, this template is applicable to the following Lots:

**Lot 1 – Finance, Benefits and Debt In-Custody & Community Services South West – Avon and Somerset**

**Lot 2 – Finance, Benefits and Debt In-Custody & Community Services South West – Devon and Cornwall**

**Lot 3 – Finance, Benefits and Debt In-Custody & Community Services South West – Dorset**

**Lot 4 – Finance, Benefits and Debt In-Custody & Community Services South West – Gloucestershire**

**Lot 5 – Finance, Benefits and Debt In-Custody & Community Services South West – Wiltshire**

## 1.2.2 Mandatory Declarations

1.2.2.1 Please populate the checkbox table selecting 'Yes/No' from the drop down in the end column, and entering any additional information in the bottom row;

1.2.2.2 If you state "No", you must provide an explanation, detailing which areas of the specification you cannot comply with, and how you propose to mitigate these failings to ensure there will be no gaps in service delivery. The Authority shall assess the mitigation provided and may, at its discretion, request additional information in relation to the submission where this requirement has not been substantially met and;

1.2.2.3 reserves the right to disqualify the Bidder from the Call-Off Competition, in accordance with 1.2.2.2.

## 1.2.3 Technical Criteria

1.2.3.1 Please provide a written response in the section marked 'Response' on each table.

1.3 Bidders should complete all sections within this document if they wish to bid for Finance, Benefits and Debt South West for any of the Lots.

1.4 The Methodology given within table 1 below will be used for the evaluation of the quality criteria unless otherwise specified within the response requirement.

1.5 Bidders should fully explain their answers and provide evidence backed up with examples to the question specifics. Bidders should aim to give the evaluator confidence that they can deliver the proposed service with features and benefits to MoJ. Unsubstantiated claims will not be given higher marks. Under no circumstances include any marketing information, materials and/or handbooks within your bid unless specifically requested to do so within the Limitation boxes.

1.6 Bidders should always provide their best possible proposal and answers for each individual question.

- 1.7 The Bidders Responses to each of the Award Criteria questions will be scored and weighted as shown in each individual question. These scores will determine the most economically advantageous Tender.
- 1.8 A statement that a particular requirement will be met is not in itself sufficient. Such Responses, or Responses that are ambiguous, may be taken as failing to meet the Requirement. Detailed information regarding how, when and to what extent a Requirement can be met must be provided where appropriate. Furthermore, if any requirement or part of a requirement cannot be met, this must be stated explicitly along with the reason why.
- 1.9 Bidders should be mindful that each criteria question may be evaluated in isolation. Where a bidder has already provided information that addresses a specific requirement in another question, this information should be re-stated, not simply referenced. Please note that any Response simply making reference to handbooks, marketing material or accreditations and not describing how this will be applied to the Requirement will not be accepted.
- 1.10 Please provide Responses clearly and concisely in a question answer format.
- 1.11 Word Count – All word counts stated for each specific question must be adhered to, if a response exceeds the relevant side limit, or the Authority determines a Supplier has included additional text it will not be considered by the Authority and will not be taken into account for the purposes of evaluation or moderation.
- 1.12 The technical evaluation will be split into a Mandatory Declaration checklist, and 8 Technical Criteria sections which have been weighted accordingly;
- 1.13 The Weightings of these sections will total 100% the weighting of each question is detailed below in the relevant section of the criteria, the response to each question will be evaluated and scored based on either;
- (a) a pass/fail basis
  - (b) a weighted score with a minimum quality threshold; or
- 1.14 The Questions listed below will be evaluated against the criteria and scoring matrix detailed.
- 1.15 Technical Questionnaire responses should be uploaded as a word document to the appropriate question on the eSourcing portal. PDF documents will not be accepted unless explicitly stated as otherwise in the limitations.

## 2. Scoring Methodology

2.1 The methodology given in the table below will be used for the evaluation of the award criteria unless otherwise specified within the Response requirement.

QUALITY THRESHOLD SCORE (%)	ASSESSMENT	INTERPRETATION
100	Exceptional	The Supplier's response: (a) meets all of the minimum stated criteria in an <b>exceptional manner</b> with a robust proposal that provides full confidence of an overall <b>extremely effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>exceptional value</b> beyond what is described in the criteria.
86.6	Very Good	The Supplier's response: (a) meets all of the minimum stated criteria in a <b>very good manner</b> with a robust proposal that provides full confidence of an overall <b>very effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>significant value</b> beyond what is described in the criteria.
73.3	Good	The Supplier's response: (a) meets all of the minimum stated criteria in a <b>good manner</b> with a robust proposal that provides full confidence of an overall <b>effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>some value</b> beyond what is described in the criteria.
60	Acceptable	The Supplier's response: meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources. There may be <b>minor concerns</b> which are <b>easily resolvable</b> and in any event which <b>do not have a material impact</b> on the overall acceptability of the proposal.
40	Minor Reservations	The Supplier's response: <u>does not</u> fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but <u>does not</u> provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources causing some <b>minor reservations</b> in one or more areas which <b>may be resolvable</b> but, if not, <b>may have a material impact</b> on the overall acceptability of the proposal.
20	Major Reservations	The Supplier's response: <u>does not</u> fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but <u>does not</u> provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing one or more <b>major reservations</b> in one or more areas are <b>unlikely to be resolvable</b> but and <b>may have a material impact</b> on the overall acceptability of the proposal.
0	Unacceptable	The Supplier's response: <u>does not</u> meet one or more of the minimum stated criteria in an acceptable manner and/or contains insufficient information to provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing <b>major reservations</b> in one or more areas that are <b>not resolvable</b> and <b>will have an impact</b> on the overall acceptability of the proposal.

### 3. Region of this response

Please select the region of this response:

- ☒ Lot 1 – Avon and Somerset
- ☐ Lot 2 – Devon and Cornwall
- ☐ Lot 3 – Dorset
- ☐ Lot 4 – Gloucestershire
- ☐ Lot 5 - Wiltshire

Please rename this file with the same name convention described in the Annex B – Financial Model, but replacing FRT for TQ.

## 4. Mandatory Declarations

MD1	Question Area	Requirement – Select Yes/No	
	Workforce	1- Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/03</a>	Yes
		2- Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/23</a>	Yes
		3- Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/60</a>	Yes
		4 - Confirm that you will appropriately engage and communicate the outcome and implications of this competition with your employees.	Yes
		5 - Please confirm that you will have sufficient staff in place to deliver the services from service commencement?	Yes
		6 - Please confirm that all staff will be adequately trained and experienced to deliver the service by the service commencement date?	Yes
	Estates	7 - Please confirm your compliance that services will be delivered in a way that supports environmental sustainability, in accordance with Schedule 2.3 of the Framework Agreement.	Yes
		8 - The Provider shall have a duty of care to provide a facility that meets basic H&S standards and is accessible to People on Probation and Provider Personnel with protected characteristics (in the main but not limited to physical impairments), and takes into account the specific needs of users of the service in question. Please can you confirm that you will comply with this requirement?	Yes
		9 - Please can you confirm your organisation will be compliant with the Legal and Regulatory Requirements as outlined in Appendix 1 – Supplier Own Site Suitability Review?	Yes
		10.a - Please can you confirm your organisation will be compliant with the Best Practice Requirements as outlined in Appendix 1 – Supplier Own Site Suitability Review? (where this isn't possible please confirm you will comply with 10b to pass this mandatory question)	Yes
		10.b - Where you can not comply with 10a please confirm you agree that adequate consideration has been applied and where necessary, mitigations are in place or are in development, and will be agreed by the Authority?	Yes
		11 - Please can you confirm that you understand the mandatory locations that represent the minimum expectations for service delivery?	Yes
		12 - Please can you confirm that your estates solution will deliver an appropriate number of suitably geographically dispersed sites that reflect the needs of the service?	Yes
		13 - Please can you confirm that either the necessary sites are already secured, or that you have an implementation plan in place that will allow you to mobilise your estate by the point of contract commencement?	Yes
	Cyber	14 - Please can you confirm you have reviewed, understood and will be compliant with Schedule 2.3 (Standards) and Schedule and 2.4 (Information Security and Assurance) of the Framework Agreement?	Yes

		15 - Please can you confirm your Users of the Customer Approved Systems will be operating from a device and infrastructure compliant with the Authority information security requirements as detailed in schedule 2.3 and 2.4 of the framework agreement and using a modern Internet browser (as detailed at <a href="http://www.gov.uk/help/browsers">www.gov.uk/help/browsers</a> )	Yes
		16 - Please can you confirm your organisation will be compliant with the requirements of Security Level 3 (SL3) or SL4, as relevant depending on the aggregate number of data sets as set out in Schedule 2.4, two (2) weeks prior to Call-off Commencement Date? (note; this includes accreditation to Cyber Essentials Plus) unless your organisation has IASME or ISO27001 (or equivalent, in line with sch 2.4) certification in place by this time.	Yes
		17 - Please can you confirm your organisation will submit to the Authority for approval an Information Security Management Plan for the Service being delivered within [one month] of award of Call-off Effective Date.	Yes
		18 - Please can you confirm your organisation will obtain ISO27001 or IASME certification within [6 months] of Call-off Commencement Date.	Yes
	<b>Response Comments:</b>		



## 5. Technical Criteria Questions

The tables below set out the Criteria Questions, weightings and any guidance or limitations relating to the provision of the Finance, Benefits and Debt In-Custody & Community Services.

Please provide your responses to each requirement in the 'Response' box and upload the completed document to ITT\_6755 question 1.2.1 in the technical envelope on the Jaggaer esourcing portal.

In responding to the Technical Criteria Questions, Bidders are required to provide detail on all the following areas (these are the Authority's "minimum requirements").

Bidders should have regard to the appropriate scoring Matrix and the Specification (Schedule 2.1 of the Draft Call-Off Contract) and the wider Draft Call-Off Contract Documentation where appropriate when responding to the question (and should note that since the requirements listed are expected to be covered as a minimum, it may be appropriate for Bidders to include additional information as part of the response to the question in order to achieve a higher score).

Specification Compliance					
SD-001	Quality Threshold	Pass/Fail	Quality Weighting	Pass/Fail	Limitations
	Question				(insert wording – n/a)
	Please confirm that you will be able to comply with the entirety of the Finance, Benefits and Debt Service Category Specification as set out in Schedule 2.1 of the Call-Off Contract by the Call-Off Commencement Date.  If you state "No", you must provide an explanation, detailing which areas of the specification you cannot comply with, and how you propose to mitigate these failings to ensure there will be no gaps in service delivery.				
	Response				
	{REDACTED}				
Total Word Count – (Providers to self-populate)					

## Understanding the Local Landscape

SD-002	Quality Threshold	60	Quality Weighting	15%	Limitations
	Question				Up to 2750 words;
	<p>The Authority requires the Provider the build and maintain relationships with local organisations, as outlined in the Service Specific Requirements tables of the specification.</p> <p><b>PART A:</b></p> <p><b>A-1)</b> Please provide detail on how you will engage with the organisations listed in Schedule 2.1, Section 12 Finance, Benefit and Debt Service Requirements, FBD1 Engagement and Relationship, prior to the Call-Off Commencement Date, including examples specific to the Geographical Location, and how you will continue engagement to deliver the service. If you have existing relationships, please detail how you will develop and maintain these.</p> <p><b>A-2)</b> Please explain how you will ensure and utilise an up-to-date record of services (including statutory) within the region, including how you will monitor and engage with new entrant organisations or services throughout the contract.</p> <p><b>A-3)</b> Please detail how you envisage your service provision will work alongside local available services, such as statutory assistance offered by DWP, to deliver consistent provision for People on Probation and People in Prison of all risk/offence types.</p> <p><b>PART B:</b></p> <p><b>B-1)</b> Please explain how you will tailor service delivery across the local landscape to meet the needs of People on Probation and People in Prison. You must evidence a clear understanding of the challenges across the region, and illustrate how this understanding will shape your service delivery approach to ensure there are no gaps in provision.</p> <p><b>B-2)</b> Please outline how your service delivery will be responsive to changes within the landscape, specifically: - Gaps in services developing due to existing provision no longer being available - Prevention of overlapping service delivery in the event that a new provision becomes available - A change in the local profile of People on Probation, for example an increase in high risk volumes - In response to COVID-19.</p>				<p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count</p> <p>Line spacing 1.0</p> <p>Arial font size 11</p>
	Response				
	{REDACTED}				

	<b>Total Word Count – (Providers to self-populate)</b>	<b>2,742</b>
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Delivering Services to People on Probation					
SD-003	Quality Threshold	60	Quality Weighting	20%	Limitations
	Question				Up to 1250 words;
	<p>The Authority requires the Provider to deliver, at a minimum, the activities outlined in the Service Specific Requirements tables of the specification.</p> <p><b>PART A:</b></p> <p>Please describe your full approach to delivering each of the activities stated in:</p> <p><b>A-1)</b> FBD-2 Core Activities for Low Complexity People on Probation  <b>A-2)</b> FBD-3 Core Activities for Medium Complexity People on Probation  <b>A-3)</b> FBD-4 Core Activities for High Complexity People on Probation Including detail on how you will utilise the specified service delivery method and the relevant supplier personnel skills and knowledge that will be utilised for each activity.</p>				<p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count</p> <p>Line spacing 1.0</p> <p>Arial font size 11</p>
	Response				
	{REDACTED}				
	Total Word Count – (Providers to self-populate)				1243

Delivery Services to People in Prison					
SD-004	Quality Threshold	60	Quality Weighting	20%	Limitations
	Question				<p>Up to 1750 words;</p> <p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count</p> <p>Line spacing 1.0</p> <p>Arial font size 11</p>
	<p>The Authority requires that all staff personnel have the appropriate training and skill set to deliver the Services.</p> <p><b>PART A:</b> Please describe your full approach to delivering each of the activities stated in FBD-5 Custody Delivery. Including detail on how you will utilise the specified service delivery method and the relevant supplier personnel skills and knowledge that will be utilised for each activity.</p> <p><b>PART B:</b> Please explain how you will tailor service delivery to meet the needs of People on Prison. You must evidence a clear understanding of the challenges of in custody delivery and illustrate how this understanding will shape your service delivery approach.</p> <p><b>PART C:</b> Please explain how your service provision will be continuously delivered in the event People in Prison is transferred to a different custodial establishment within Part C of Schedule 2.1, and how you will ensure that service delivery is completed in the community in the event People in Prison is released from custody prior to the completion of the invention.</p>				
	Response				
	{REDACTED}				
Total Word Count – (Providers to self-populate)				1,750	

Delivery of Services to all People on Probation and People in Prison
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SD-005	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question				Up to 750 words;
	<p>The Authority requires the Provider to have clear procedures for responding to changes in the behaviour of People on Probation and People in Prison that may indicate an increased risk or concern.</p> <p><b>PART A</b></p> <p>A-1) Please explain your method of assessment to develop and appropriate Person on Probation and Person in Prison Action Plan, specifically how this will enable you to recommend relevant activities that fit the needs of the Person on Probation.</p> <p>A-2) Please describe how you will account for the individual needs of the Person on Probation and Person in Prison in the Action Plan, including:</p> <ul style="list-style-type: none"> <li>- Complexity Level</li> <li>- Risk of Serious Harm</li> <li>- Any identified risks/limitations relating to the offence</li> </ul> <p><b>PART B:</b> Please explain how you will seek to continuously improve the service delivery, taking into account the Person on Probation and Person in Prison's feedback captured in the End of Service report.</p>				<p><b>The response should be entered in this table in the cell below;</b></p> <p><b>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count</b></p> <p><b>Line spacing 1.0</b></p> <p><b>Arial font size 11</b></p>
	Response				
	{REDACTED}				
	Total Word Count – (Providers to self-populate)				748

Quality of Staff				
Quality Threshold	60	Quality Weighting	10%	Limitations
SD-006	Question			Up to 1000 words;
	<p>The Authority requires that the Provider deliver the Services in a way that reflects each Person on Probation's Protected Characteristics and/or specific needs.</p> <p><b>PART A</b> - Please outline the roles and responsibilities of staff personnel essential for delivering the activities in each of:</p> <p><b>A-1)</b> FBD-2 Core Activities for Low Complexity People on Probation  <b>A-2)</b> FBD-3 Core Activities for Medium Complexity People on Probation  <b>A-3)</b> FBD-4 Core Activities for High Complexity People on Probation  <b>A-4)</b> FBD 5 Core Activities for People in Prison including the appropriate skills and knowledge required for each role.</p> <p><b>PART B</b></p> <p><b>B-1)</b> Please describe how you will ensure that all Supplier Personnel who deliver or support to deliver the services will have the appropriate skills and knowledge as outlined in PART A of this question.</p> <p><b>B-2)</b> Please explain of how you will ensure training is up to date throughout the duration of the contract, included in response to any key changes in legislation, policy or best practice.</p>			<p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</p> <p>Line spacing 1.0</p> <p>Arial font size 11</p>
	Response			
	{REDACTED}			
	Total Word Count – (Providers to self-populate)			993



Risk Management and Information Sharing					
SD-007	Quality Threshold	60	Quality Weighting	10%	Limitations
	Question			Up to 750 words;	
	<b>PART A</b>  A-1) How will you ensure that all Supplier Personnel will recognise and respond to both subtle and overt changes in behaviour that may indicate an increase in risk to People on Probation/People in Prison, Staff Personnel, Probation Practitioners or members of the public?  A-2) How will you deliver activities to People on Probation/People in Prison where concerns around safeguarding, risk of serious harm or public protection have been identified by the Probation Practitioner in a way that takes full account of identifying, recording and informing the Probation Practitioner to a change in these risks?			The response should be entered in this table in the cell below;  <b>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</b>  <b>Line spacing 1.0</b>  <b>Arial font size 11</b>	
	Response				
	{REDACTED}				
Total Word Count – (Providers to self-populate)				750	

Equalities				
Quality Threshold	60	Quality Weighting	10%	Limitations
SD-008	Question			Up to 2000 words;
	<p><b>PART A:</b> Please confirm that you will both comply with and enact your responsibilities as listed under the 2010 Equalities Act, particularly in respect of the public-sector equality duty to have due regard to the needs of each protected characteristic to:</p> <ul style="list-style-type: none"> <li>- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited in the Act</li> <li>- Advance equality of opportunity between people who share a protected characteristic and those who do not</li> <li>- Foster good relations between people who share a protected characteristic and those who do not</li> </ul> <p><b>PART B:</b> Please explain how your service provision will be tailored to ensure improved outcomes for all vulnerable groups as listed below:</p> <p><b>B-1)</b> Transgender Service Users,  <b>B-2)</b> Black, Asian and minority ethnic (BAME),  <b>B-3)</b> Young Adults (YA),  <b>B-4)</b> Service Users with physical and/or mental health difficulties,  <b>B-5)</b> Service Users with learning difficulties and disabilities,  <b>B-6)</b> Foreign national offenders,  <b>B-7)</b> Service Users who are Veterans,  <b>B-8)</b> Gypsy, Roma, Travellers (GRT)  <b>B-9)</b> Neurodiversity</p>			<p>The response should be entered in this table in the cell below;</p> <p>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count.</p> <p>Line spacing 1.0</p> <p>Arial font size 11</p>
	Response			
{REDACTED}				

	<b>Total Word Count – (Providers to self-populate)</b>	<b>1,913</b>
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Implementation					
IM-001	Quality Threshold	60	Quality Weighting	5%	Limitations
	Question				<b>Part A - up to 3 A4 Pages</b> <b>Part B – up to 1000 words</b> <b>Part C – up to 3 A4 Pages</b>  <b>The response should be entered in this table in the cell below;</b>  <b>Additional diagrams and tables can be submitted within your response, however any wording within these shall be included in the overall word count.</b>  <b>Line spacing 1.0</b>  <b>Arial font size 11</b>
	The Authority requires evidence and assurance from the Provider that their implementation plans are robust, credible and achievable.				
	<b>PART A</b> Please complete and attach an Implementation Plan as per Call-Off Schedule 6.1				
	<b>PART B</b>  <b>B-1)</b> Please explain how you will ensure the implementation plan is successfully achieved by the Call-Off Commencement Date. As a minimum this should include: <ul style="list-style-type: none"><li>How critical activities will be completed to ensure the delivery of services, supported by digital and technology, information security, estates and workforce.</li><li>A named responsible officer for each activity.</li></ul> <b>B-2)</b> Please detail all of the activities that will be undertaken in order to reach the Implementation Milestone 1 in Schedule 6.1 of the Call-Off Contract.  <b>B-3)</b> Please explain what mitigations and contingencies will be utilised in the event that staff are not recruited by Implementation Milestone 1 in Schedule 6.1 of the Draft Call-Off Contract.				
<b>PART C</b>  Please complete a RAID (Risks, Assumptions, Issued and Dependencies) log outlining the key challenges you expect to encounter while implementing the services, how you intend to mitigate these risks and what contingencies you will have in place.					
Response					

	{REDACTED}	
	Total Word Count – (Providers to self-populate)	980



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