

SCHEDULE 8
SERVICE DELIVERY PROPOSAL

[Explanatory Note: Bidders should provide a service delivery solution as part of the bidder response requirements in the ITN, which will ultimately be incorporated into this Schedule 8. The service delivery solution should include as part of their response to the ITN:

(i) proposals in relation to local needs (see Clause 3.13(c));

(ii) a draft Complaints Procedure (see Clause 9.4);

(iii) proposals on training Contractor Personnel (see Clauses 20.1(b)(iii)); and

(iv) procedures for ensuring that Contractor Personnel have the necessary skills to act as officers of the Contractor for the provision of probation services (see Clause 20.1(e))]