

## **Part 2 – How this tender process works**

### **Contact Officer**

Any enquiries of the Workforce Council regarding this RFT should be directed to the following email address:

[pscqtender@workforce.org.au](mailto:pscqtender@workforce.org.au)

### **General conditions**

This tender will be non-competitive, with each tender assessed individually against the evaluation criteria as it is submitted.

As preferred tenderers are identified, negotiations will begin and Deeds of Standing Offer will be put in place as the negotiations are finalised. These will commence once the Deeds are executed.

The Workforce Council reserves the right, at its sole and absolute discretion, to vary the above process by issuing an addendum on the PSCQ website.

### **Conditions for participation**

Tenderers must be a legal entity (i.e. an individual or organisation that is legally permitted to enter into a contract) and have an Australian Business Number (ABN) or be able to obtain one prior to execution of a contract in the form of a Deed of Standing Offer.

Tenderers must hold, and continue to hold, both Professional Indemnity and Public Liability insurance for the life of any offered Deed of Standing Offer. The amounts of this insurance will be dependent on the services offered. The details of this insurance must be shown in the Tender Response Form and documentary evidence in the form of Certificates of Currency must be provided on request.

### **Form and period of Deed of Standing Offer**

The Workforce Council intends that successful Tenderers will provide the Services in accordance with the Draft Deed of Standing Offer set out in Part 4.

The Deed of Standing Offer, if any, will be for a term of up to three years, expiring on 30 June 2012.

## ***Service Delivery Requirements***

From time to time, and at our discretion, the Workforce Council may require a Contractor to deliver professional development and support services to enable it to meet the business needs of the PSCQ project. The content for the professional development and support services are set out at Attachment A of this part.

The Services will be performed at venues around Queensland, arranged by the Workforce Council. Tenderers will be asked to indicate in which regions they can provide their service offerings. This will be used by the PSCQ project solely to assess state coverage and is not part of the evaluation criteria.

### ***Assuring quality of service delivery***

The Workforce Council expects that Contractors will work to assure the quality of their service delivery.

Such quality assurance measures may include, as appropriate to the Service provided, but not be limited to:

- using appropriately qualified employees to develop materials and deliver professional development and support;
- in the case of sole providers, including an indication of the level of availability for service provision, bearing in mind that most professional support is offered during evening and weekend sessions;
- providing clear contact details and responsibility for matters such as negotiating service delivery, invoicing and reporting (if other than a sole provider);
- reviewing feedback from the Contract Manager on the quality of service management and delivery;
- monitoring quality and performance measures for an Official Order;
- review of emerging issues and trends that could impact on the provision of contracted Services; and
- identification of areas for improved performance and agreement of strategies to achieve improvements as appropriate.

The Workforce Council reserves the right to examine and review resources and materials for professional development and support.

The tender must make clear the proposed mode of delivery for each of its service offerings, and also indicate how the effectiveness of this service offering can be evaluated. It is the expectation of the Workforce Council that all professional support is evaluated with a view to determining its effectiveness and the outcomes it has achieved for participants and the child care sector more broadly. The exact method of evaluation will be determined when negotiating service delivery.

## **Evaluating tenders**

### ***Evaluation Process***

The Workforce Council will evaluate Tenders in the following manner:

#### **Receipt of Tenders**

This is an open and ongoing tender process – tenders will be dealt with as they are received by email.

#### **Screening of Tenders**

Each Tender will be screened to determine whether it meets the conditions for participation and content.

The Workforce Council will exclude a Tender from further consideration if, in the Workforce Council's sole and absolute opinion, the Tender does not meet the conditions for participation (see page 1), or if the content is not sufficient to enable an assessment to be made of its quality.

The Workforce Council reserves the right during subsequent steps of the evaluation process to determine that a Tender has not met content requirements and to exclude it from further consideration.

#### **Assessment of Tenders against the Evaluation Criteria (Technical Merit)**

The Workforce Council will assess each valid Tender for technical merit.

The Workforce Council may exclude a Tender from further consideration if it considers, at its sole and absolute discretion, that the Tender does not satisfactorily meet the requirements of the Evaluation Criteria.

The sole Evaluation Criteria is as follows:

***Extent to which the Tenderer's proposal meets the Workforce Council's service delivery requirements***

Tenderers should provide:

- details about the Tenderer's proposed services, including:
  - details of any products or predefined service offering, with relevant specifications, that the Tenderer would deliver or use in satisfying the service delivery requirements – e.g. an existing workshop, training package or resource;
  - the delivery style or styles proposed;
  - the outcomes that could be expected from such a service offering;
  - any feature of the proposed service which the Tenderer considers to be unique to its offer, approach or way of doing business
  - which content area each service offering supports (Attachment A refers)
- details of the organisation's capability to provide the Services including, but not limited to –
  - details of the organisation's business activities in relation to the Service tendered,
  - any relevant professional memberships held by the organisation, and
  - relevant organisational experience, including similar projects;
- the names, experience, expertise and qualifications of representative personnel or subcontractors who would provide the Services and the availability and accessibility of those personnel to the Workforce Council and venues throughout the regions of Queensland;

**Note to Tenderers:** The Workforce Council requires a complete list of all available personnel, showing clearly their areas of expertise. The Workforce Council accepts that personnel may have expertise applicable to more than one content area. The Workforce Council will be naming these personnel as Specified Personnel in the Deed of Standing Offer, if one is offered, and Tenderers will be required to advise the Workforce Council should such personnel leave, and will further be required to seek approval for any replacement personnel being offered to provide Services.

- a statement of the Tenderer's ability to provide the Services at short notice (Tenderers should nominate what period of notice they would normally require and what shorter period they could accommodate); and
- the names and contact details of at least two referees for ***the Tenderer***, in relation to the Services tendered, preferably from within the last 12 months, who could be contacted by the Workforce Council if required.

In evaluating Tenders, the Workforce Council will take into account:

- the extent to which the Tenderer is capable of meeting the Workforce Council's service requirements;
- any relevant experience the Tenderer may have in providing similar services to public and/or private sector agencies;
- the extent to which the representative personnel proposed have experience, expertise and qualifications relevant to providing the Services, and will be available and accessible to the Workforce Council;
- the extent to which the Tenderer is able to provide the Services at short notice; and
- the extent to which the views of any referees approached by the Workforce Council in relation to the Tenderer support, or do not support, the Tenderer's claims against this criterion.

### **Price and Value for Money Assessment**

For tenders deemed to meet the Evaluation Criteria, the Workforce Council will assess the Tenderer's proposed pricing and the value for money it offers.

The Workforce Council may eliminate a Tender from further consideration if it considers, in its sole and absolute opinion, that the Tender does not provide sufficient clarity of pricing to enable the Workforce Council to conduct a price assessment.

### **Risk Assessment**

The Workforce Council may, at its absolute discretion, undertake a risk assessment of each Tender taking into consideration the risks and benefits associated with, but not limited to:

- the overall tendered solution;
- whether or not the Tenderer is willing to sign the Draft Deed of Standing Offer set out at Part 4;
- the Tenderer's capacity to perform the Deed of Standing Offer;
- the Tenderer's financial position or any matter concerning its trading status;
- security and probity matters, and any real or perceived conflict of interest;
- any conditions or provisos associated with the Tenderer's proposed prices; and
- any other risks identified in the Evaluation Process.

## **References**

The evaluation of Tenders may, at the Workforce Council's sole and absolute discretion, also involve reference checks. Such reference checks may be held with, or in relation to, some or all of the Tenderers.

## ***Preferred Tenderer Selection***

The Workforce Council may identify one or more preferred Tenderers at any stage in the evaluation process.

Following the identification of one or more preferred Tenderers (if any), the Workforce Council may:

- select one or more Tenderers to continue to the negotiations phase; or
- commence negotiations with all Tenderers without shortlisting.

## ***Negotiations with a preferred Tenderer***

The Workforce Council may, at its sole and absolute discretion, enter into Deed of Standing Offer negotiations with one or more preferred tenderer(s) or exercise any other rights in this process relating to evaluation of Tenders and negotiation of a Deed of Standing Offer.

## ***Mode of Acceptance***

The Workforce Council may accept a Tender at any time during this process by notice in writing to the successful Tenderer.

## ***Debriefing of Tenderers***

The Workforce Council will notify all Tenderers of the outcome of their tender following the evaluation process.

Following notification of the outcome of their tender, unsuccessful Tenderers may request a debrief from the Workforce Council by sending an email to [pscqtender@workforce.org.au](mailto:pscqtender@workforce.org.au).

Tenderers will be debriefed against the Evaluation Criteria specified. Tenderers will not be provided with information concerning other Tenders. No comparisons with other Tenders will be made.

## **Content for professional development and support services**

### **1. Leadership**

- 1.1. Support children's services directors and coordinators in their role as leaders, particularly those who are new to their position
- 1.2. Support children's services educators to understand reflective practice and continuous improvement
- 1.3. Support children's services directors and coordinators to plan for staff development and staff appraisals, to manage change and build the capacity of staff to provide high quality services to children and families

### **2. Management**

- 2.1. Support the development of organisational systems that support service governance, commitment to continuous improvement, planning and evaluation, and business management (finance, human resources and organisational arrangements)
- 2.2. Support child care services with transition to the *Child Care Management System (CCMS)*

### **3. Relationships and Partnerships**

- 3.1. Develop positive and meaningful interactions between staff and children and the engagement of children in the program
- 3.2. Implement approaches for promoting the engagement of families in the development and delivery of programs, and the development and maintenance of links to the community more generally
- 3.3. Implement strategies for working with families, especially Indigenous families, families from CaLD backgrounds and families with children with disabilities
- 3.4. Implement strategies that encourage social justice and participation in children's services
- 3.5. Respond to the expectations and demands of families

#### **4. Curriculum Development**

- 4.1. Implement ongoing planning and evaluation of learning programs and the Early Years Learning Framework
- 4.2. Develop programs and curricula, including how to interpret and work effectively with current and emerging theories on how young children learn and develop
- 4.3. Provide a quality environment which supports learning and development; guiding children's behaviour, including supervision of children; managing challenging behaviours and working with diverse family expectations
- 4.4. Organise the physical environment to engage children in learning experiences
- 4.5. Be informed of new developments, innovation and change within the child care sector
- 4.6. Implement environments and opportunities for children to enable them to participate in learning and development that is culturally and linguistically inclusive
- 4.7. Child development and learning
- 4.8. Environmental sustainability

#### **5. National Quality Framework and other mandatory requirements**

- 5.1. Support services to implement the new Early Years Learning Framework (EYLF) and to attain or exceed the quality standards set by the Australian government
- 5.2. Prepare and support child care workers for their changing roles under the National Quality Framework and the EYLF
- 5.3. Health: e.g. asthma, allergies, hygiene
- 5.4. Child protection
- 5.5. Self care: e.g. work life balance, relaxing and reducing burn out and stress

5.6. Workplace health and safety: e.g. manual handling, service audit, staff immunisation

5.7. Regulations: e.g. duty of care, risk management

5.8. Food safety and nutrition: e.g. food handling

## **6. Inclusion requirements**

6.1. Support child care services to include children from CaLD backgrounds, Indigenous children and children with additional needs

6.2. Support individual Inclusion Support Facilitators (ISFs) and IPSU staff in their role to support services with inclusion

6.3. Diversity and inclusion including cultural awareness and respect