

**Request for Tender
For
Professional Support Coordinator Queensland (PSCQ)
Panel of Providers
By
Health and Community Services Workforce Council Inc.**



Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

RFT Summary

This RFT consists of two parts:

Part 1 contains:

- 1) RFT Summary
- 2) Requirements Overview
- 3) Statement of Requirement
- 4) Evaluation Process and Evaluation Criteria
- 5) Conditions of Tendering
- 6) Definitions and Interpretation
- 7) Draft Deed of Standing Offer

Part 2 – Draft Deed of Standing Offer

Part 3 contains an explanation of the Tender Response Form, by which the Tenderer submits its Tender, which comprises:

- 1) Outline of Tender Response
- 2) Section A – Tenderer Details
- 3) Section B – Statement of Compliance
- 4) Section C – Subcontractors
- 5) Section D – Confidential Information
- 6) Section E – Insurance
- 7) Section F – Tender Response Form – General
- 8) Section G – Response to Evaluation Criteria
- 9) Section H – Tender Response Form – Financial capacity and price
- 10) A Checklist for Tenderers

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Contact Officer

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

pscqtender@workforce.org.au

1.1 *Proposed Timetable*

The proposed timetable for this RFT process is:

Events	Proposed Date
RFT released	Saturday 25 April 2009
Tender Closing Time	5.00pm, Friday 29 May 2009

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

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 and timetable by issuing an addendum on the PSCQ website.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

2 Requirements overview

2.1 *Summary of the Workforce Council*

The Health and Community Services Workforce Council Inc. (the Workforce Council) is the principal source of advice to government and the community services and health industries regarding training, education and professional support needs and reforms across the health and community services industry's in Queensland.

The Workforce Council is an autonomous, not-for-profit, incorporated association and a multi-partite body, with membership drawn from:

- employers;
- unions;
- peak bodies;
- indigenous organisations;
- training providers;
- government; and
- regions.

The Workforce Council seeks to enhance the quality of life of all Queenslanders through the development and monitoring of systems that will enhance the skills and capacity of the health and community services industries' workforce. This is achieved through the provision of leadership, information and assistance to relevant stakeholders, using a range of strategies made possible by continuing to:

- work collaboratively at local regional and statewide levels;
- create alliances, collaboration and connections that enhance our credibility;
- be a voice to influence government, industry, work and training policy; and
- create opportunities for community skilling through developing the capacity and quality of our workforce.

Workforce development embraces a broad range of strategies that are used to ensure effective practice. They may focus on individuals, organisations or systems. It is more than education and training of individual workers as it also addresses the needs to change at organisational and system levels to ensure sustainability.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

The Workforce Council is comprised of a variety of projects funded by the Queensland state government and the Australian Government. These projects range from strategic workforce development projects to regionally focused professional support and training projects which target specific sector types within the broad ranging health and community services sector. Projects of the Workforce Council are implemented through facilitating sector stakeholders to engage in participatory and collaborative processes to ensure advice and activities reflect and address current complexities and challenges of the sector, build on strengths and remain relevant to the health and community services sector.

2.2 Summary of Professional Support Coordinator Queensland

The Workforce Council is funded by the Australian Government to coordinate the implementation of the Professional Support Coordinator Project (PSC) across Queensland. This project is part of the Inclusion and Professional Support Program with the Department of Education, Employment and Workplace Relations (DEEWR).

The purpose of the PSCs is to give children's services the opportunity to access a single point of coordination for the provision of professional support and workforce development. Children's services are able to access information and request support from an extensive range of service types that enhance their capacity to provide optimal services for children and their families. This support includes the provision of learning and development opportunities, opportunities for skill development, bicultural support, specialist support and access to an ever growing resource library. The PSC is also responsible for leading professional practice and driving quality improvement as well as supporting services to implement the new Early Years Learning Framework and attain or exceed the quality standards set by the Australian government.

The aim of the Professional Support Coordinator Queensland (PSCQ) project is to continue to develop and improve the quality and consistency of the delivery of children's services by providing innovative and sustainable approaches to workforce development and professional support that enhance the skills and knowledge of children's services professionals throughout Queensland. The ultimate aim of the project is to further develop the organisational capacity and viability of the children's services sector in Queensland.

PSCQ perceives professional support for children's services professionals as a diverse range of strategies which support them in their role with children and their families, including leadership development, workforce capacity building, inclusion support, resource libraries, phone/email support, mentoring, learning circles, forums and seminars, action research, information sharing, bicultural and resource development.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

The goals of the PSCQ project are to achieve the following:

- lead professional practice and drive quality improvement;
- support services to implement the new Early Years Learning Framework (EYLF) and to attain or exceed the quality standards set by the Australian government;
- enhance and update child care worker's knowledge and skills on existing and new areas of practice;
- deliver professional support and development that supports the inclusion of children from diverse backgrounds, including Indigenous children, children with disabilities and children from culturally and linguistically diverse backgrounds (CaLD); and
- prepare and support child care worker's for their changing roles under the National Quality Framework and the EYLF.

The PSC is expected to take a leadership role in promoting the Early Years Learning Framework and National Quality Framework.

The PSCQ project operates on a regional decision making and capacity building model. Project Officers based in Brisbane and Townsville facilitate 14 regional Professional Support Networks (PSNs) that prioritise the professional development needs of workers in their area. Maps showing the regions are at Attachment B.

In order to achieve these aims, and the specific goals set out above, PSCQ is required to engage professional support service providers to deliver a variety of professional support activities. These professional support providers are required to demonstrate that they have the knowledge and skills to deliver quality professional support:

- in the subject/topic areas outlined in this tender documentation and detailed by the PSCQ project officers
- to participants from a range of service types and with varying levels of knowledge and experience.

It is for this reason that the Workforce Coouncil is currently calling on interested parties to submit a tender to be included on the PSCQ panel of providers.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

2.3 *Statement of business need and desired outcomes*

2.3.1 Content/topics for professional support delivery

Priority areas for the provision of professional development and support for professional support coordinators across the country including Queensland as outlined by DEEWR include:

Leadership and Management

- 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); and
- Support children's services directors and coordinators in their role as leaders, particularly those who are new to their position.
- Support child care services with transition to the Child Care Management System (CCMS).

Relationships and Partnerships

- Develop positive and meaningful interactions between staff and children and the engagement of children in the program;
- 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;
- Implement strategies for working with families, especially Indigenous families, families from CaLD backgrounds and families with children with disabilities;
- Implement strategies that encourage social justice and participation in children's services; and
- Respond to the expectations and demands of families

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Play-based curriculum

- Implement ongoing planning and evaluation of learning programs and the proposed early years learning framework;
- Develop programs and curricula, including how to interpret and work effectively with current and emerging theories on how young children learn and develop
- 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;
- Organise the physical environment to engage children in learning experiences'
- Be informed of new developments, innovation and change within the child care sector; and
- Implement environments and opportunities for children to enable them to participate in learning and development that is culturally and linguistically inclusive

National Quality Framework and other Mandatory requirements

- Support services to implement the new Early Years Learning Framework (EYLF) and to attain or exceed the quality standards set by the Australian government;
- Prepare and support child care workers for their changing roles under the National Quality Framework and the EYLF.

Inclusion requirements

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

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

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

Based on the experience of PSCQ during the past three years, as identified by the professional support networks and reiterated in recent research, the following topic areas have also been identified in addition to the national priorities stated above:

Pedagogical practices including but not limited to:

- Diversity and inclusion including cultural awareness and respect
- Child development and learning
- Environmental sustainability

Professional support in response to compliance requirements may include areas such as:

- Health e.g. asthma, allergies, hygiene
- Child protection
- Self care e.g. work life balance, relaxing and reducing burn out and stress
- Manual handling, service audit, staff immunisation
- Regulations e.g. duty of care, risk management
- Food safety and nutrition e.g. food handling

In order to be considered to present for the PSCQ project, contractors are required to liaise comprehensively with the project officer in order to ensure that the planned event will meet the needs of the region. This will include discussion with PSCQ during the preparation of the planned event as well as an evaluation of the session provided by the presenter after the event in a format that will be prescribed by PSCQ.

In order to ensure that the professional support events are accessible to the children's services sector, presenters are regularly required to present on weekends and in the evenings and be prepared to provide their own equipment if the resources aren't available, particularly in relation to remote and regional venues.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

2.4 *Delivery of Professional Support*

The content and outcomes of professional support activities delivered by PSCQ will be identified in two ways:

1. by regionally based professional support networks and negotiated by a PSCQ Project Officer, and
2. through a state-wide identification process and negotiated by PSCQ staff.

The following table identifies a number of different styles of professional support that have been identified and/or delivered during the past three years. Please note that it is a requirement of PSCQ that all of these professional development and support activities demonstrate quality practice and awareness in relation to ensuring that content is delivered in a way that supports the inclusion of children from diverse backgrounds, including Indigenous children, children with disabilities and children from culturally and linguistically diverse backgrounds (CaLD).

Note: the table below is a guideline only, these styles are not mutually exclusive – a number of styles may be combined to maximise learning outcomes and relevance to the participants.

Delivery Style	Purpose	Key Aspects
Workshops and other training	<ul style="list-style-type: none"> ○ To ensure that participants have the necessary up to date information as required by regulation or standards to participate in their work roles in the children’s services 	<ul style="list-style-type: none"> ○ Generally this is a one off workshop ○ May be conducted every 12-18 months as per requirement ○ Learning content would be defined before the event and be broad in scope, however participants would have the opportunity to ask specific questions on the day.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Delivery Style	Purpose	Key Aspects
Mentoring	<ul style="list-style-type: none"> ○ May be conducted with a small group or one on one for the purpose of facilitating and supporting critical reflection and learning. ○ To provide an opportunity for individuals to put key learning's and ideas into practice and to reflect on the outcomes with another person who has knowledge in the area, can provide support and has been present during the learning process 	<ul style="list-style-type: none"> ○ On going over a period of time ○ May require a wide range of communication strategies including email and telephone ○ Learning content is negotiated between the mentor and the mentoree/s based on the mentoree/s interests and needs
Interactive participatory workshops /or communities of practice	<ul style="list-style-type: none"> ○ Offers an opportunity for participants to reflect with presenter both individually and with a group of peers on their own practices ○ May offer the opportunity for individuals to learn in stages with time in between to process, reflect and enact learning before coming back to the learning environment. ○ Can be designed to connect with participants who have a diverse range of learning styles. 	<ul style="list-style-type: none"> ○ These would usually be a series of sessions or workshops over a period of time. ○ Opportunities for discussion and participation are factored in to the content, delivery and timing ○ Generally a larger group compared with mentoring ○ Offers an opportunity for larger groups of people to discuss and reflect on topics of interest to them. ○ Participants may be encouraged to critically reflect on their own work environment and individual assumptions in relation to the content area of the activity which are then discussed in small or large groups during the workshop

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Delivery Style	Purpose	Key Aspects
Peer Support Groups	<ul style="list-style-type: none"> ○ To provide an opportunity for peers in geographical areas to come together to discuss areas of interests, challenges or strengths ○ Provide opportunities for individuals and groups to build supportive relationships with other children's services professionals 	<ul style="list-style-type: none"> ○ Facilitator may be called in or the group may choose to facilitate the event independently ○ Topics of discussion, format, timing and venue driven solely by the participants in the group.
Action Research groups	<ul style="list-style-type: none"> ○ For participants to develop skills and knowledge that enable them to deeply and critically unpack assumptions and research areas of interest in innovative and creative ways. ○ May develop an individual's ability to research, relate this to their individual practice and critically reflect on both the content and the process of learning and development. 	<ul style="list-style-type: none"> ○ Small groups ○ Participants are engaged in a cyclical action research/learning process of plan, act, do, reflect, plan, requiring them to identify a question to be explored around a broader topic and engage in an action research process. ○ Learning happens over a long period of time (12-18 months) as participants delve more deeply into a topic area.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Delivery Style	Purpose	Key Aspects
Keynote address, lecture style	<ul style="list-style-type: none"> ○ To share information, research, policy or opinions with a large group at a single setting in a time efficient manner. 	<ul style="list-style-type: none"> ○ Numbers in groups can range from 20 – 200 or more. ○ A single content area is discussed by an expert in the area – usually an 1-1.5 hours in duration ○ Sometimes there are limited opportunities for participants to ask questions ○ May act as an introduction to a topic that may be explored further at future events or by an individual based on resources provided. ○ May be delivered at conference or over breakfast, lunch or dinner
Written professional support materials	<ul style="list-style-type: none"> ○ To provide informative, relevant and practical professional support resources using written communication for publication in the state wide LOOP magazine and accessible via the resource library ○ To provide written professional support information before and after professional support activities ○ To develop a written resource that is then published and made broadly available across the state 	<ul style="list-style-type: none"> ○ These should be user friendly, practical resources which support the range of professional support activities and content areas delivered by PSCQ ○ Responsive to current issues and new research, providing up to date information for the children's services sector ○ Presented in both hard and soft copy formats

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Delivery Style	Purpose	Key Aspects
Online Learning	<ul style="list-style-type: none"> ○ To deliver professional support activities using information technology in order to facilitate access to activities throughout the state. ○ These activities may take the form of any of the above mentioned delivery styles 	<ul style="list-style-type: none"> ○ Entire delivery is facilitated in an online class room environment or online discussion group
Crisis support	<ul style="list-style-type: none"> ○ To assist services who are experiencing an urgent situation which requires professional support, e.g. a child exhibiting very challenging behaviours, or sudden dramatic staff turnover, or financial, business or governance difficulties where many varied attempts to deal with the issue have been unsuccessful 	<ul style="list-style-type: none"> ○ This may take the form of telephone support, or email correspondence to supply information or resources. In some cases, a site visit might be deemed appropriate.

Additional service delivery requirements

For purposes of publication in marketing material prior to the activity, contractors will be asked to identify, where possible, which of the National Child Care Quality Assurance (NCAC) indicators or later indicators relating to the National Quality Framework for Early Childhood, Education and Care a professional support activity may relate to. This will enable the sector to see clearly where activities may be especially relevant to their needs relating to accreditation.

Presenters and facilitators may also be required to create or source resources relevant to the professional support activity either before, after or both before and after the activity. These resources must be accessible in both hard copy and soft copy formats.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

2.4.1 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 on Section F (see Part 3 for forms) and documentary evidence in the form of Certificates of Currency must be provided on request.

2.4.2 Form and period of Deed of Standing Offer

The Workforce Council intends that the successful Tenderer, if any, will provide the Services in accordance with the Draft Deed of Standing Offer set out in Part 2.

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

3 Statement of Requirement

3.1 Service Requirements

From time to time, and at the organisation's absolute discretion, the Workforce Council may require Services, or components thereof, as set out in Attachment A, Requirements 1 to 7 and their component sub-paragraphs.

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.

NOTE to Tenderers: A Tenderer must clearly set out which Requirements they can provide Services in support of. The Workforce Council will not accept tenders consisting solely of proposed offerings other than the requirements unless, in the opinion of the Workforce Council, these will substantially contribute to the achievement of the PSCQ project aims.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

3.2 *Service Level / Performance Requirements*

The Workforce Council requires that Contractors provide strict quality assurance processes for service management and delivery of all Services.

The Quality process 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;
- 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.

3.3 *Account and relationship management*

The Workforce Council seeks an approach which facilitates communication and encourages interaction between contractors and the Workforce Council but which does not place an undue burden on either.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Of importance to the Workforce Council is a clear description of how the Tenderer, should they be selected as a contractor, would communicate with the Workforce Council in both negotiating service provision and then enacting Official Orders.

Particularly for sole providers, details of preferred methods of communication and an indication of when these will be monitored would be desirable – for example, when office phones are monitored and alternative methods of contact for urgent matters relating to service provision.

For larger organisations, information on the preferred points of contact for various aspects of the relationship (e.g. negotiating service provision, contract management, invoicing) is required.

Depending on the nature of the Service provided, Contractors may be required to provide periodic reports to the Contract Manager which show:

- the status of all agreed projects for the period in a format agreed between the Contract Manager and the Contractor; and/or
- achievements against agreed performance measures, budgetary estimates and trends and any other matter, in a format agreed between the Contract Manager and each Contractor.

In addition, contractors will be expected to undertake some form of evaluation for all service provision, the form of which will be determined when negotiating an Official Order. An indication of who will be responsible for completing the necessary reports and administration in finalising an Official Order is also desirable.

Contractors may also be requested to provide, or may offer to provide, ad hoc briefings on developments, trends and any other external factors which have, or may have, a bearing on the child care sector in Queensland and/or conduct of the PSCQ project.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

4 Evaluation process and Evaluation Criteria

4.1 *Evaluation Process*

The Workforce Council will evaluate Tenders in accordance with the following steps:

Step 1 – Receipt and registration of Tenders;

Step 2 – Screening of Tenders against the conditions for participation and the minimum content and format requirements;

Step 3 – Assessment (Technical Merit);

Step 4 – Price Assessment;

Step 5 – Risk Assessment;

Step 6 – Value for Money Assessment; and

Step 7 – Preferred Tenderer Selection.

Step 1 - Receipt and registration of Tenders

All Tenders received before the Tender Closing Time will be formally registered, by recording the Tenderer's name and contact details, date and time of receipt and details of electronic files.

Step 2 - Screening of Tenders

At Step 2, each Tender will be screened to determine whether it meets the conditions for participation and minimum content and format requirements.

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 set out in this Part 1 (page 15 refers); or
- the minimum content and format requirements set out in this Part 1 (page 34 refers).

The Workforce Council reserves the right during subsequent steps of the Evaluation Process to determine that a Tender has not met minimum content and format requirements.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Step 3 - Assessment of Tenders against the Evaluation Criteria (Technical Merit)

Tenders which are not excluded at Step 2 will be considered in this Step 3.

The Workforce Council will assess each Tender against the Evaluation Criteria, and any applicable sub-criteria, set out below.

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 Evaluation Criteria are as follows:

Criterion 1 – Extent to which the Tenderer's proposal meets the Workforce Council's Service requirements.

For each Requirement 1 to 7, identified by subcomponent (as set out in Attachment A of this Part 1) for which a Service is tendered, Tenderers should provide:

- details about the Tenderer's proposed service, including:
 - any aspect of the Statement of Requirement which is not met by the Tenderer's proposed service;
 - details of any products or predefined service offering, with relevant specifications, that the Tenderer would deliver or use in satisfying the requirement;
 - 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
- 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 specific representative personnel may

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

be listed against more than one of the Requirements 1 to 7 and the relevant subcomponent (as set out in Attachment A to this Part 1), i.e. a person may have expertise applicable to more than one Requirement. 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 against Criterion 1, 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 1.

Criterion 2 – Extent to which the Tenderer satisfies the Service Levels / Performance Requirements. (Page 16 refers)

Tenderers should provide:

- a clear indication of how the Tenderer proposes to meet the Service Levels/Performance Requirements, and the extent/significance of any changes proposed by the Tenderer to the Service Levels/Performance Requirements;
- details of any additional or alternative Service Level/Performance Requirements; and
- details about how the Tenderer proposes to measure and report, if required, on the Service Level/Performance Requirements including:
 - method of creating and/or source of the report data; and
 - person, or organisational area, responsible for reporting.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

In evaluating Tenders against Criterion 2, the Workforce Council will take into account:

- the extent to which the Tenderer will meet, exceed or not meet (as the case may be), the Service Levels/Performance Requirements;
- the extent to which any additional or alternative Service Level/Performance Requirements proposed by the Tenderer meet the Workforce Council's requirements; and
- the comprehensiveness of the Tenderer's proposed measurement and reporting on the Service Level/Performance.

Criterion 3 – The extent to which the Tenderer satisfies the Workforce Council's account and relationship management requirements. (Page 16 refers)

Tenderers should provide:

- details of the Tenderer's approach to the management of the relationship with the Workforce Council. In particular: negotiating service provision; enacting Official Orders (delivery of services); general communication; roles and responsibilities in relation to relationship management, particularly around reporting and administration; and
- any accreditation that the Tenderer has for provision of the Services (for example quality management system accreditation or RTO status, if applicable).

In evaluating Tenders against Criterion 3, the Workforce Council will take into account:

- the comprehensiveness of the information providing, demonstrating an understanding of the relationship proposed;
- the completeness and relevance of the Tenderer's approach to managing its relationship with the Workforce Council;
- whether the Tenderer has demonstrated capacity to provide mandatory reporting associated with service provision, and additionally, reports associated with contract management generally. An assessment of capability to provide ad hoc briefings will also be made.
- whether the Tenderer has any accreditations relevant to the provision of the Services.

Step 4 - Price Assessment

Tenders which are not excluded at Step 3 will be considered in this Step 4.

The Workforce Council will assess each Tenderer's proposed pricing, in the format specified in the Tender Response documents.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

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 the price assessment.

Step 5 - Risk Assessment

Only those Tenders which are not excluded at Step 4 will be considered in this Step 5.

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

- the overall tendered solution;
- any non or partial compliance with the Draft Deed of Standing Offer set out at Part 2 of this RFT;
- 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.

Step 6 - Value for Money Assessment

Value for money is a comprehensive assessment that takes into account the cost represented by the assessment of price, the value represented by the assessment of Tenders against the evaluation criteria, and an assessment of risk in the content of the risk profile presented by a Tender.

Only those Tenders which have not been excluded at Step 3 or Step 4 will be considered in this Step 6

The Workforce Council will assess the value for money of each Tender on the basis of a combination of the:

- overall assessment of the Tender against the Evaluation Criteria, as established at Step 3;
- Tendered Prices, including the potential cost of the Tenderer's proposed solution over the proposed Term of the Draft Deed of Standing Offer; and
- level of risk associated with the Tender.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Step 7 - Preferred Tenderer Selection

The Workforce Council may identify one or more preferred Tenderers on the basis of the Value for Money Assessment at Step 6.

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.

4.2 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.

4.3 Negotiations with a preferred Tenderer(s) (if any)

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

4.4 Mode of Acceptance

The Workforce Council may accept a Tender at any time during this process by:

- notice in writing to the successful Tenderer (if any); and
- completing, dating and executing the Draft Deed of Standing Offer and delivering the Deed of Standing Offer to the successful Tenderer (if any) at the address specified in the Tender.

4.5 Debriefing of Tenderers

The Workforce Council will notify all Tenderers of the outcome of this RFT process following the execution of Deeds of Standing Offer (if any).

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Following notification of the outcome of this RFT process, Tenderers may request a debrief from the Workforce Council by sending an email to pscqtender@workforce.org.au.

Tenderers will be debriefed against the Evaluation Criteria specified in Part 1. Tenderers will not be provided with information concerning other Tenders, except for publicly available information such as the name of the successful Tenderer(s). No comparisons with other Tenders will be made.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5 Conditions of Tendering

5.1 GENERAL

5.1.1 No Contractual Obligation

Nothing in this RFT will be construed to create any binding contract (express or implied) between the Workforce Council and any Tenderer until a written Deed of Standing Offer is entered into with the successful Tenderer(s) (if any). Any conduct or statement whether prior to or subsequent to the issuance of this RFT is not, and this RFT is not, and must not be deemed to be:

- an offer to contract; or
- a binding undertaking of any kind by the Workforce Council.

5.1.2 Conditions on provision of information by the Workforce Council

All information written, oral or in any other form which has been and may subsequently be made available to Tenderers is provided on the following conditions:

- a) in making a decision to submit or not to submit a Tender or in interpreting this RFT, Tenderers must not rely on:
 - i) any representation, whether orally or in writing, other than as expressed in this RFT or in any addenda to this RFT; or
 - ii) other conduct of the Workforce Council, or any of its officers, employees, advisers or agents;
- b) the contents of this RFT are believed to be accurate as at the date of issue of this RFT. The accuracy of any statements, projections, opinions, forecasts or other information contained in this RFT may change;

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

- c) where any such information relates to future matters, no steps have been taken to verify that the information is based on reasonable grounds, and no representation or warranty, whether express or implied, is made by the Workforce Council, or any of its officers, employees, advisers or agents that the statements contained in this RFT are accurate or will be achieved;
- d) except so far as liability under any statute cannot be excluded and then only to the extent required by statute, neither the Workforce Council, nor its officers, employees, advisers and agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with the statements, opinions, projections, forecasts or other representations, actual or implied, contained in or omitted from this RFT or by reason of any reliance thereon by any person or body; and
- e) Tenderers must seek their own professional advice as appropriate.

5.1.3 Responsibility of Tenderers to Inform Themselves

It is the sole responsibility of Tenderers to obtain all information necessary and relevant to a Tender response to this RFT.

All Tenderers are deemed, and acknowledge accordingly, to have:

- a) examined this RFT, any documents referred to in this RFT, and any other information made available in writing by the Workforce Council to Tenderers for the purpose of tendering;
- b) sought and examined all further information relevant to the risks, contingencies, and any other circumstances which have an effect on the Tenderers' Tender and which is obtainable by making enquiries; and
- c) satisfied themselves as to the correctness and sufficiency of their Tender including their tendered prices.

Should a Tenderer find any discrepancy, inconsistency, error or omission in this RFT, the Tenderer must notify the Workforce Council at : pscgtender@workforce.org.au on or before the Tender Closing Time or, if that is not possible, as soon as reasonably practicable thereafter.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.1.4 Reservation of Rights of the Workforce Council

In addition to and without limiting its other rights in this RFT, at law or otherwise, the Workforce Council may, at its sole and absolute discretion and at any stage of the RFT process, do all or any of the following:

- a) amend this RFT;
- b) suspend, postpone or cancel this RFT process or any part of it at any time where:
 - i) it is in the public interest;
 - ii) no Tenderer is fully capable of undertaking the draft Deed of Standing Offer; or
 - iii) no Tenderer represents value for money,
 - iv) and the Workforce Council will not be liable for any loss, damage or cost caused to, or incurred by, Tenderers by such an event;
- c) vary or extend any time or date in this RFT at any time and for such period as the Workforce Council in its sole and absolute discretion considers appropriate provided that if the Workforce Council extends the Tender Closing Time, or permits the lodgment of new submissions, the new time limit will apply equitably to all participating potential Tenderers;
- d) seek amended Tenders or call for new Tenders;
- e) not accept the lowest price submitted;
- f) negotiate with one or more Tenderers in respect of fees, contract terms or any other matter without prior notice to any other Tenderer;
- g) terminate any negotiations being conducted at any time with any Tenderer for any reason;
- h) request clarification from any Tenderer or anyone else on any aspect of a Tender;
- i) provide additional instructions, information or clarification;
- j) allow or not allow another entity to take over a Tender in substitution for the original Tenderer;

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

- k) consider any information in its evaluation of Tenders;
- l) shortlist Tenders; and
- m) if the Workforce Council considers that no Tender offers value for money in accordance with this RFT, to terminate the Tender process.

The Workforce Council will not be liable, or in any way responsible, for:

- a) any losses, costs, expenses, claims or damages resulting from the exercise of any of the Workforce Council's rights referred to above;
- b) any failure to inform a potential Tenderer of a change relating to this RFT that would have been obvious from visiting the PSCQ website or any other matter arising by the Workforce Council exercising its rights above; or
- c) any cost, expense, loss, claim or damage arising out of, or in connection with, a Tenderer's participation in this RFT process including, without limitation, the preparation and submission of a Tender or the preparation and negotiation of Deed of Standing Offer to provide the Services.

5.1.5 Contact Officer for Tender Inquiries

The point of contact for all matters concerning this RFT is only via the following email: pscqtender@workforce.org.au

Any enquiries or requests for clarification relating to this RFT must be made in writing at least seven (7) days prior to the Tender Closing Time at the above email address. The Workforce Council reserves the right not to respond to any enquiries received after this time.

All written enquiries or requests for clarification received, together with the Workforce Council's written response, will be posted on the PSCQ website with the original RFT documentation. The origin of all such questions will not be identified.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.2 SUBMISSION OF TENDERS

5.2.1 Notices

In the event that the Workforce Council elects to vary or supplement this RFT or change the Conditions of Tender, it will make reasonable efforts to inform Tenderers.

Tenderers may be informed by notices and other information issued as addenda posted on the PSCQ website, along with the original RFT.

It is in the interest of Tenderers to check the PSCQ website for this RFT and collect any addenda which may have been posted.

The Workforce Council will accept no responsibility if a Tenderer fails to become aware of any addendum which would have been apparent from a visit to the PSCQ website for this RFT.

5.2.2 Electronic Lodgment

Tenders must be lodged electronically with the Workforce Council before the Tender Closing Time and in accordance with the tender lodgment procedures set below.

Except where permission is sought and granted by the Workforce Council, Tenders lodged by any other means, including by hand or facsimile, will not be considered.

5.2.3 Tender Closing Time

The Tender Closing Time for the lodgment of Tenders under this RFT is 5.00pm, AEST, Friday 29 May 2009.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Submission of a Tender by the Tender Closing Time is entirely the responsibility of the Tenderer.

The time displayed on the email when it is received by the Workforce Council is deemed to be the correct time and will be the means by which the Workforce Council will determine that Tenders have been lodged by the Tender Closing Time.

The judgment of the Workforce Council as to the actual time a Tender has been lodged will be final.

The Workforce Council may, at its sole and absolute discretion, extend the Tender Closing Time and will issue an addendum notifying any decision to extend.

5.2.4 Preparing to Lodge a Tender

Virus Checking

In submitting their Tenders electronically, Tenderers warrant that they have taken reasonable steps to ensure that Tenders are free of viruses, worms or other disabling features which may affect the Workforce Council computing environment.

Tenders which contain viruses, worms or other disabling features may be excluded from the evaluation process.

Tender File Formats, Naming Conventions and Sizes

Tenderers must lodge their Tender in accordance with the requirements set out for file format/s, naming conventions and file sizes. Failure to comply with any of these requirements may result in the Workforce Council, at its absolute discretion eliminating the Tender from consideration.

Unless otherwise agreed by the Workforce Council in writing, Tenders should be lodged in Word and Excel format, using the templates provided on the PSCQ website.

The Tender file names must:

- a) incorporate the Tenderer's company name

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

- b) not include spaces, non-alpha/numeric characters and symbols; and
- c) not exceed 20 characters.

Tender files must not exceed a combined file size of 5 megabytes per email.

If a Tender consists of multiple emails, due to file size, Tenderers should ensure that transmission of all emails is completed before the Tender Closing Time.

Tenders should be completely self-contained. No hyperlinked or other material may be incorporated by reference.

5.2.5 Late Tenders, Incomplete Tenders and Corrupted Files

Any attempt to lodge a Tender after the Tender Closing Time will not be permitted by the Workforce Council. Such a Tender will be deemed to be a Late Tender.

Where a Tenderer has problems sending email to the Workforce Council due to a problem with the Workforce Council's computing environment:

- a) the Tenderer should immediately notify the Workforce Council prior to the Tender Closing Time; and
- b) the Tenderer agrees its Tender will only be accepted if it is lodged in accordance with alternative arrangements advised to the Tenderer in writing by the Workforce Council.

The Workforce Council will admit to evaluation any Tender that was received late solely due to mishandling by the Workforce Council.

Subject to this, the Workforce Council will not admit a Late Tender to evaluation.

Where a Tender lodgment consists of multiple emails, due to the size of the files, Tenderers must ensure that transmission of all emails is completed and receipted before the Tender Closing Time.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Incomplete Tenders (including those with electronic files that cannot be read or decrypted) and Tenders which the Workforce Council believes to potentially contain any virus, malicious code or anything else that might compromise the integrity or security of the Workforce Council's computing environment, may be excluded from evaluation.

5.2.6 Proof of Lodgment

An automatic email will be sent on receipt of all emails to pscqtender@workforce.org.au. In the case of tender lodgment, this email will serve as proof of lodgment.

5.2.7 Security

Tenderers acknowledge that:

- a) lodgment of their Tender on time and in accordance with these Conditions of Tender is entirely their responsibility; and
- b) the Workforce Council will not be liable for any loss, damage, costs or expenses incurred by Tenderers or any other person if, for any reason, a Tender or any other material or communication relevant to this RFT, is not received on time, is corrupted or altered or otherwise is not received as sent, cannot be read or decrypted, or has its security or integrity compromised.

5.2.8 Extension of Deadline for Submission of Tenders

The Tender Closing Time for the submission of Tenders may be extended at the sole and absolute discretion of the Workforce Council and only by written addenda from the Workforce Council before the Tender Closing Time.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.2.9 Period of Validity of Tenders

Tenders submitted in response to this RFT must remain open for acceptance by the Workforce Council for at least 180 days from the Tender Closing Time. Any longer period for which a Tenderer's Tender remains open for acceptance must be stated in Section G (Tender Response Form General).

5.2.10 Late Tenders Policy

Any Tender:

- a) received after the Tender Closing Time; or
- b) received in any other manner than that referred to above (Electronic Lodgment),

other than solely due to mishandling by the Workforce Council will be deemed to be a Late Tender.

Late Tenders will not be admitted to the evaluation process.

5.2.11 Ownership of the RFT and Tender Documents

All documents comprising this RFT, including all its parts, appendices, attachments, schedules, annexures, variations and addenda, remain the property of the Workforce Council, but each Tenderer is permitted to use them for the purpose only of compiling its Tender and, where relevant, for negotiating the terms of a Deed of Standing Offer with the Workforce Council.

All copies of the Tender submitted to the Workforce Council become the property of the Workforce Council. The Workforce Council may replicate the Tender documents and use them for the purposes of the RFT process including Tender evaluation, the preparation of any Deed of Standing Offer to be entered into by the Workforce Council and audit requirements.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.2.12 Illegibility

Tenders which are illegible at the time of submission may, at the sole and absolute discretion of the Workforce Council, be excluded from further evaluation.

5.2.13 Unintentional Errors of Form

If, at any time, the Workforce Council considers that there are unintentional errors of form in a Tender, the Workforce Council may, in its sole and absolute discretion, allow the Tenderer to correct or clarify the error, but will not permit any material alteration or addition to the Tender.

If the Workforce Council provides any Tenderer with the opportunity to correct unintentional errors of form after the Closing Time, it will provide the same opportunity to all other Tenderers who are in the same position.

5.3 TENDER CONTENT

5.3.1 Conditions for Participation

A Tenderer that does not meet the conditions for participation will be excluded from further participation in this RFT process, and any Tender submitted by that Tenderer will not be evaluated.

Tenderers should refer to page 15 of this RFT for the conditions for participation.

5.3.2 Minimum Content and Format Requirements

All Tenders must be submitted electronically using the Tender Response Forms provided.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

A Tenderer that does not meet the minimum content and format requirements will be excluded from further participation in this RFT process, and any Tender submitted by that Tenderer will not be evaluated.

5.3.3 Use of English Language in Tenders

All Tenders, including any additional documents in support thereof, must be in the English language.

5.3.4 Acceptance of Tenders

Neither the lowest priced Tender, nor any Tender, will necessarily be accepted by the Workforce Council.

5.3.5 Negotiations and Best and Final Offer (BAFO)

Any acceptance of a Preferred Tenderer(s) may be subject to negotiations and/or BAFO at the sole and absolute discretion of the Workforce Council. The Workforce Council may engage in parallel negotiations with more than one Preferred Tenderer.

In any negotiation and/or BAFO process, the Workforce Council may require the submission of any written documents or information that may be required for the purposes of the Deed of Standing Offer to be entered into under this RFT.

Without limiting its other rights under this RFT if, in the sole and absolute opinion of the Workforce Council, during final negotiations the preferred Tenderer has retracted, or attempts to retract, agreements under which material business, financial, technical and legal issues were resolved during negotiations, the Workforce Council may reject the preferred Tenderer's Tender, discontinue negotiations with that Tenderer, re-enter negotiations with other Tenderers (including or excluding the Preferred Tenderer), and exercise any other right the Workforce Council has under this RFT, at law or otherwise.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.3.6 Debriefing of Unsuccessful Tenderers

Upon the written request of any unsuccessful Tenderer, and shortly after the entering into any Deed of Standing Offer with the successful Tenderer(s), the Workforce Council will provide a debriefing to the unsuccessful Tenderer.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.4 GENERAL CONDUCT OF TENDERS

5.4.1 Collusive Behaviour and Improper Conduct in Tendering

Tenderers and their officers, employees, agents and subcontractors must not engage in any collusive tendering, anti-competitive conduct or any similar behaviour with any other Tenderer or any other person in relation to the preparation or submission of Tenders.

The Tenderer warrants that neither the Tenderer nor any of its officers, employees, agents or subcontractors has attempted or will attempt to improperly influence an employee, adviser or agent of the Workforce Council in connection with the evaluation of Tenders nor approach any employee, adviser or agent of the Workforce Council concerning the Tender process, other than via the email address pscqtender@workforce.org.au.

In addition to any other remedies available under any law or any contract, the Workforce Council reserves the right, in its sole and absolute discretion, immediately to reject at any time any Tender submitted by a Tenderer that is engaging or has engaged in any collusive tendering, anti-competitive conduct or any other similar conduct in relation to the preparation or submission of Tenders or which does not comply with this clause.

5.4.2 Tenders by a Consortium and Joint Tenders

The Workforce Council will consider and admit to evaluation Tenders submitted by a consortium in accordance with this RFT only if all the following conditions and requirements are met to the full satisfaction of the Workforce Council:

- a) the consortium will contract with the Workforce Council as one separate legal entity, or with one member of the consortium clearly stated as the lead entity;
- b) the Tender clearly specifies the details of all members of the consortium; and
- c) a single point of contact for the consortium, and all project management and relationship management arrangements, is specified.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Further, the Workforce Council expects that, in the event of a consortium being offered a Deed of Standing Offer as part of the panel of providers, the lead entity will establish contracts or arrangements with all other members of the consortium that clearly define the working relationship with respect to service provision to the Workforce Council, the terms of which will mirror the Deed of Standing Offer which is established between the Workforce Council and the lead entity.

5.4.3 Alternative Tenders

The Workforce Council may consider a Tender that does not comply with the Statement of Requirement if the Tenderer:

- a) proposes a solution which satisfies the functionality of the Statement of Requirement;
- b) satisfies the minimum content and format requirements, any conditions for participation and any essential requirements specified in this RFT;
- c) is fully capable of providing the Services in accordance with the Deed of Standing Offer and meets the Workforce Council's business requirements;
- d) specifies each instance of change (including effect on the Tenderer's proposed prices); and
- e) states the reasons for each instance of change and how they may benefit the Workforce Council.

Failure to provide this information may result in the Workforce Council not considering the alternative Tender.

5.4.4 Conflict of Interest

Tenderers warrant that, at the time of submitting their Tenders, no conflict of interest exists, or is likely to arise, which would affect the performance of their obligations under any Deed of Standing Offer entered with the Workforce Council arising out of this RFT (see Part 3 – Section G).

In the event of a conflict of interest being identified the Workforce Council may, in its sole and absolute discretion, exclude the Tender from further consideration.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.4.5 Tenderer's Confidential Information

The Workforce Council will treat as confidential any information provided by Tenderers prior to the award of Deed of Standing Offer.

Once a Deed of Standing Offer has been awarded, the Workforce Council will not keep such information confidential if it was provided by the successful Tenderer unless:

- a) the specific information is by its nature confidential;
- b) the Tenderer requests that specific information should be kept confidential; and
- c) the Workforce Council agrees to that request.

The obligation of confidentiality does not apply if the Confidential Information:

- a) is disclosed by the Workforce Council to its advisers or employees solely in order to consider the Tender responses;
- b) is disclosed by the Workforce Council to the Minister responsible for the program under which the Professional Support Coordinator Queensland project is funded;
- c) is disclosed by the Workforce Council in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia;
- d) is authorised or required by law to be disclosed; or
- e) is in the public domain otherwise than due to a breach of the above conditions.

To enable the Workforce Council to consider whether it agrees to keep specific information confidential, Tenderers must include in Section E – Confidential Information any request that information is to be treated as confidential in the event that Deed of Standing Offer is entered into with it, specifying the reasons why it is necessary to keep the information confidential.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

The Workforce Council will consider any request made in this manner and will inform the Tenderer whether or not the Workforce Council, in its sole and absolute discretion, agrees to the request and the terms under which it agrees. The Workforce Council will agree to keep confidential any specific information having regard to the matters covered by the Commonwealth's Guidance on Confidentiality of Contractors' Commercial Information.

5.4.6 Conducting Security, Probity and Financial Checks

The Workforce Council may, at its sole and absolute discretion, conduct such security, probity and/or financial checks in relation to the Tenderer, its officers, employees, agents and subcontractors or related entities or consortium members, their officers, employees, agents and subcontractors as it deems necessary for the purpose of evaluating Tenders or any other stage of this RFT process.

5.4.7 Compliance with Laws and Commonwealth Policies

In the tendering process, all Tenderers undertake to comply with all statutes, regulations, by-laws, ordinances or subordinate legislation in force from time to time, including in particular but not limited to the *Crimes Act 1914 (Cth)*; *Racial Discrimination Act 1975 (Cth)*; *Sex Discrimination Act 1984 (Cth)*; *Disability Discrimination Act 1992 (Cth)*; *Workplace Relations Act 1996 (Cth)*; *Equal Opportunity for Women in the Workplace Act 1999 (Cth)*; *Privacy Act 1988 (Cth)*; *Occupational Health and Safety Act 1991 (Cth)*; *Safety, Rehabilitation and Compensation Act 1988 (Cth)*; and the *Environment Protection and Biodiversity Conservation Act 1999 (Cth)*.

5.4.8 Occupational Health and Safety Requirements

The Workforce Council requires that all Tenderers comply with Occupational Health and Safety (OH&S) principles, practices and procedures.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

5.4.9 Goods and Services Tax (GST)

All contracts that the successful Tenderer or other third party suppliers enter into in relation to the Deed of Standing Offer are to include GST in their pricing (unless the supply is GST-free or input taxed);

All estimates of charges for the Deed of Standing Offer are to include GST and Tenderers are to indicate (in brackets) the total amount of GST included in the estimates; and

Invoices for Services issued by the successful Tenderer or other third party must comply with the GST legislation requirements for a 'tax invoice' in order to obtain payment from the Workforce Council.

Tenderers should obtain their own tax advice.

5.4.10 Electronic Payment

The Workforce Council prefers to effect payment to its suppliers via electronic funds transfer direct to suppliers' bank accounts. Unless exceptional circumstances exist where suppliers have limited access to banking facilities in remote areas, the Workforce Council will only contract with Tenderers on the basis that all payments made pursuant to the Deed of Standing Offer will be made by the Workforce Council through electronic funds transfer directly into that Tenderer's bank account.

5.4.11 Applicable Law and Court Jurisdiction

The laws in force in Queensland apply to this RFT.

All Tenderers agree to submit to the exclusive jurisdiction of the courts of the Queensland.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

6 Definitions and Interpretations

Definitions

Unless otherwise defined in this RFT, capitalised terms have the same meaning as in the Draft Deed of Standing Offer.

In this RFT, unless the contrary intention appears:

Approved Personnel means the members of the staff or employees of the Contractor as well as the Contractor's subcontractors who are approved in writing by the Workforce Council to perform the Services under the Deed of Standing Offer.

Confidential Information has the same meaning as in the Draft Deed of Standing Offer.

Contract Manager means that person whom the Workforce Council designates as its Contract Manager at Item 13 of Schedule 10 of the Draft Deed of Standing Offer.

Contractor means a person with whom the Workforce Council executes an Official Order under the Deed of Standing Offer.

Deed of Standing Offer means the deed (if any) entered into by the Workforce Council and the successful Tenderer(s) substantially in the form of the Deed of Standing Offer in **Part 2** of this RFT.

Draft Deed of Standing Offer means the Draft Deed of Standing Offer set out in **Part 2**.

Evaluation Criteria means the criteria set out in this Part 1.

Official Order means the official document issued by the Workforce Council under a Deed of Standing Offer to place a specific order for Services, which creates a separate contract between the parties for delivery of those Services.

Panelist means a person with whom the Workforce Council enters into the Deed of Standing Offer.

Preferred Tenderer means the Tenderer or Tenderers selected by the Workforce Council as preferred at the completion of the evaluation process.

Request for Tender or RFT means this Request for Tender, including all Parts, Schedules, Attachments, Annexures and/or Appendices (if any) and any variations and addenda issued in accordance with Part 1.

Services means all or, as the context requires, any part of the services to be provided by the successful Tenderer under the Deed of Standing Offer, as amended from time to time, including the services described in this RFT.

Statement of Requirement means the detailed requirements of the Workforce Council as set out in **Part 1** of this RFT.

Tender means any tender submitted in response to this RFT.

Tender Closing Time means the date and time stated in this Part 1

Tenderer means any entity that submits or considers submitting a Tender.

Term means the length or duration of the draft Deed of Standing Offer.

In this RFT, unless the context otherwise requires, a reference to a Part is a reference to a Part of this RFT, and a reference to a clause is a reference to a clause of this RFT.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

7 Draft Deed of Standing Offer

Form of draft Deed of Standing Offer

Subject to any issues of partial or non-compliance specified by the Tenderer in its Statement of compliance, the Workforce Council intends to enter into a deed with the successful Tenderer (if any) in the form of the draft Deed of Standing Offer, Part 2 of the RFT documentation, available on the PSCQ website.

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Attachment A

Service Requirements:

1 Leadership and Management

- 1.1 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)
- 1.2 Support children's services directors and coordinators in their role as leaders, particularly those who are new to their position
- 1.3 Support child care services with transition to the *Child Care Management System (CCMS)*

2 Relationships and Partnerships

- 2.1 Develop positive and meaningful interactions between staff and children and the engagement of children in the program
- 2.2 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
- 2.3 Implement strategies for working with families, especially Indigenous families, families from CaLD backgrounds and families with children with disabilities
- 2.4 Implement strategies that encourage social justice and participation in children's services
- 2.5 Respond to the expectations and demands of families

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

3 Play-based curriculum

- 3.1 Implement ongoing planning and evaluation of learning programs and the proposed early years learning framework
- 3.2 Develop programs and curricula, including how to interpret and work effectively with current and emerging theories on how young children learn and develop
- 3.3 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
- 3.4 Organise the physical environment to engage children in learning experiences
- 3.5 Be informed of new developments, innovation and change within the child care sector
- 3.6 Implement environments and opportunities for children to enable them to participate in learning and development that is culturally and linguistically inclusive

4 National Quality Framework and other Mandatory requirements

- 4.1 Support services to implement the new Early Years Learning Framework (EYLF) and to attain or exceed the quality standards set by the Australian government
- 4.2 Prepare and support child care workers for their changing roles under the National Quality Framework and the EYLF

5 Inclusion requirements

- 5.1 Support child care services to include children from CaLD backgrounds, Indigenous children and children with additional needs
- 5.2 Support individual Inclusion Support Facilitators (ISFs) and IPSU staff in their role to support services with inclusion

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

6 Pedagogical practices including but not limited to:

6.1 Diversity and inclusion including cultural awareness and respect

6.2 Child development and learning

6.3 Environmental sustainability

7 Professional support in response to compliance requirements – this may include areas such as:

7.1 Health e.g. asthma, allergies, hygiene

7.2 Child protection

7.3 Self care e.g. work life balance, relaxing and reducing burn out and stress

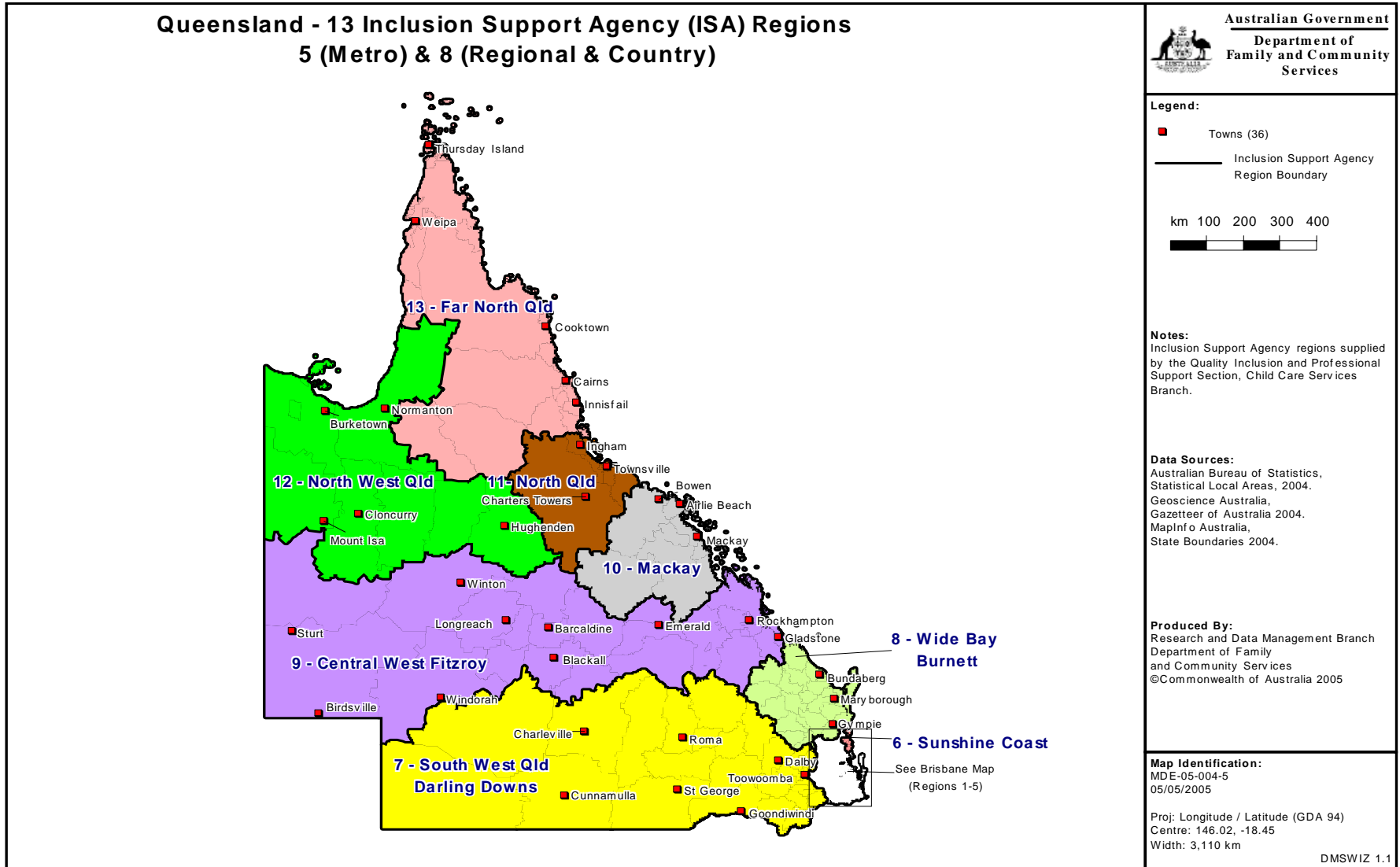
7.4 Manual handling, service audit, staff immunisation

7.5 Regulations e.g. duty of care, risk management

7.6 Food safety and nutrition e.g. food handling

Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

Attachment B



Part 1 - Request for tender (RFT) documentation For PSCQ Panel of Providers

