

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

**Part 3 - TENDER RESPONSE FORM**



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TENDER RESPONSE FORM**

**Part 3 - TENDER RESPONSE FORM**

This Part 2 of the RFT consists of explanatory notes on the Tender Response Form, which consists of the following sections:

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 – General**
8. **Section G – Response to Evaluation Criteria**
9. **Section H – Financial Capacity and Price**
10. A Checklist for Tenderers.

Tenderers **must** complete all sections of the form.

A version of the form which can be completed electronically is available on the PSCQ website – please note that only tenders lodged electronically will be accepted.

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**1. Outline of Tender Response**

Submission of a Tender indicates that the Tenderer has read and acknowledges the following conditions:

1. The information provided in the Tender submitted in response to the RFT is complete and constitutes an offer to the Workforce Council to provide the Services on the terms set out in the Tender;
2. Each person or organisation identified in the Tender as the Tenderer is jointly and severally liable to the Workforce Council for any offer made in the Tender;
3. The Tenderer has read, understands and agrees to all conditions including without limitation obligations and acknowledgments included in this RFT;
4. The Tenderer acknowledges that its Tender will remain valid for at least 180 days after the Tender Closing Time as defined in this RFT;
5. The Tenderer has conducted its own inquiries, investigations and appraisal of this RFT, including the services to be provided and any assumptions, uncertainties and contingencies which may affect the Workforce Council's future business;
6. The Tenderer acknowledges and accepts that the Workforce Council may, in its sole and absolute discretion at any time, exercise any rights it has under this RFT or otherwise;
7. The Tenderer through its officers, employees, advisers, agents, and contractors, has not attempted, and will not attempt, to influence improperly or obtain any special advantage from any employee or contractor of the Workforce Council in connection with the assessment of the Tender;
8. The Tenderer, or any party proposed by the Tenderer to provide the Services, has not been named under the *Equal Opportunity for Women in the Workplace Act 1999* (Cth);
9. The Tenderer warrants and undertakes that:
  - a. at the date of submitting the Tender, no conflict of interest, other than a conflict of interest that is declared in the Tender, exists or is likely to arise concerning itself or a related entity affecting the provision of the Services should it be successful with its Tender;
  - b. if, before finalisation of the Tender process, a conflict of interest arises concerning itself or a related entity, the Tenderer will notify the Workforce Council immediately in writing of that conflict or risk of conflict; and
  - c. it has the resources, or will be able to obtain the resources, likely to be required to properly provide the Services;

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10. The Tenderer is solvent, and there is no current or reasonably foreseeable event that is likely to materially affect the solvency of the Tenderer;
11. The Tenderer has, in preparing the Tender, fully complied with the legal terms and conditions set out in this RFT; and
12. The Tenderer confirms that all necessary authorities and approvals have been obtained in order for it to lodge the Tender.

**Executive Summary**

Each Tenderer **must** provide an executive summary of its Tender which outlines the key features and benefits of the Tender. The executive summary should specifically address the Workforce Council's Business Need and Desired Outcomes (see Part 1 of this RFT).

There is no set format or form for this summary, but it should not exceed 2 pages.

**Section A – Tenderer Details**

Each Tenderer **must** provide the details of their organisation in this section. Where a Tender is lodged by a consortium or Joint Tender, a separate Tenderer Details section should be completed by the Tenderer for itself and each consortium member.

Tenderers considering a consortium bid should refer to Part 1 (page 37) for further information regarding the submission of such a bid.

**Section B – Statement of Compliance**

Each Tenderer **must** complete this section as part of its tender.

By completing this section, a tenderer is stating that it **fully complies** with, and fully accepts:

- all conditions for participation of this RFT;
- the processes of this RFT; and
- and agrees with all clauses of the Draft Deed of Standing Offer, including all of the Schedules to the Deed of Standing Offer, Part 2 of this RFT,

**except** those clauses the Tenderer specifies in this section.

The Workforce Council reserves the right, in its sole and absolute discretion, to limit the scope of negotiations with a preferred Tenderer(s) (if any) to those clauses the Tenderer has specified in this section.

Where a Tenderer indicates that it has issues with a clause or clauses of the Draft Deed of Standing Offer, the Tenderer must fully detail the extent of the issues and propose alternative wording for consideration by the Workforce Council or outline a way to resolve the issues.

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**Section C – Subcontracting**

If the Tenderer proposes to subcontract any part of the Services, the Tenderer **must** complete the details of this as part of its tender.

To complete this section, the Tenderer should specify those parts of the Services, if any, which it proposes to subcontract and provide the requested details of the subcontractor(s) that it proposes will provide the Services.

The Tenderer acknowledges that subcontracting part of the Services to a subcontractor does not relieve the Contractor from responsibility to perform its obligations under any resultant Deed of Standing Offer with the Workforce Council, and that such subcontracting must have the permission of the Workforce Council.

**Section D – Confidential Information**

If the Tenderer has any information which it wishes to be treated as confidential, the Tenderer **must** complete **Section D – Confidential Information** as part of its tender.

Tenderers should specify what, if any, information which they request be treated as confidential information under any resultant Deed of Standing Offer with the Workforce Council. Tenderers should provide reasons why specific information should be treated as confidential information, including any commercial or other harm or detriment that the Tenderer (or a third party) may suffer if the information is disclosed.

**Section E – Insurance**

Each Tenderer **must** complete **Section E – Insurance** as part of its tender.

Each Tenderer must provide details of its insurance cover as specified in this section. Tenderers' attention is also drawn to the insurance requirements within the Draft Deed of Standing Offer at Part 2 of this RFT, and the Conditions of Minimum Participation as stated in Part 1 (page 15).

The Workforce Council may, at its sole and absolute discretion, require that the Tenderer provide documentary evidence of the insurances listed in **Section E – Insurance**.

**Section F – General**

**Subsection 1 – Conditions for Participation**

The Tenderer **must** provide evidence of its compliance with **each** of the conditions for participation set out at in Part 1 of this RFT by completing this subsection.

**Subsection 2 – Offer Period**

The Tenderer **may** nominate to extend the Offer Period specified in Part 1 of this RFT by completing this subsection.

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### **Subsection 3 – Conflicts of Interest**

The Tenderer **must**, after making diligent inquiry, identify any actual, potential and/or perceived conflicts of interest that exist may be associated with the Tenderer providing the Services which exist at the date of submitting the Tender or appear likely to arise if the Workforce Council engages the Tenderer to provide the Services.

Tenderers should provide a brief description of any actual, potential and/or perceived conflicts of interest and the processes the Tenderer has in place, or will put in place, to appropriately manage those conflicts of interest in this subsection.

If no conflicts of interest (actual, potential and/or perceived) are identified, Tenderers must declare “nil” in this subsection.

### **Section G – Response to Evaluation Criteria**

The Tenderer **must** respond to **each** of the evaluation criteria set out in Part 1 of this RFT by completing this section, identifying clearly which Requirements (and subcomponents) it is tendering for.

### **Section H – Financial Capacity and Price**

Each Tenderer **must** provide a summary of its financial capacity to provide the Services by completing this section, including recording responses against the other pricing requirements in the table as part of this section.

The Workforce Council may also undertake its own independent enquiries in relation to the Tenderer’s financial capacity.

The Tenderer must also complete the Excel spreadsheet that forms Attachment 1 to the Tender Response Form, which details the pricing for its services.

A checklist is provided to assist Tenderers in preparing and submitting their tender.

**PLEASE DOWNLOAD AND COMPLETE THE TENDER  
RESPONSE FORM ON THE TENDER WEBPAGE**

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**SECTION A – TENDERER DETAILS**

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<b>Tenderer Name</b>	<i>[Insert details.]</i>	
<b>Registered Office</b>	<i>[Insert details.]</i>	
<b>Principal Place of Business</b>	<i>[Insert details.]</i>	
<b>Date and Place of Incorporation</b>	<i>[Insert details.]</i>	
<b>Trading and Business Names</b>	<i>[Insert details.]</i>	
<b>Registered Business Number</b>	<i>[Insert details.]</i>	
<b>Australian Business Number</b>	<i>[Insert details.]</i>	
<b>Registered for GST? (delete as applicable)</b>	<b>YES</b>	<b>NO</b>
<b>Contact Person</b>	<i>[Insert details.]</i>	
<b>Position</b>	<i>[Insert details.]</i>	

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<b>Address</b>	<i>[Insert details.]</i>
<b>Phone Number</b>	<i>[Insert details.]</i>
<b>Fax Number</b>	<i>[Insert details.]</i>
<b>Email</b>	<i>[Insert details.]</i>
<p><b>Electronic Payment</b>          Note that it is Workforce Council policy that payment be made directly (electronically) to the supplier's authorised bank account          The Tenderer should provide details as follows:</p> <p>Bank: <a href="#">[insert details]</a> BSB: <a href="#">[insert details]</a>  <a href="#">[insert details]</a></p> <p>Account Name*: <a href="#">[insert details]</a> Account No.: <a href="#">[insert details]</a></p>	

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**SECTION B – STATEMENT OF COMPLIANCE**

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<b>Request for Tender</b>		
	<b>Fully Compliant</b>	<b>Non Compliant/Partially Compliant (insert details)</b>
Part 1 – Conditions for participation		
	<b>Fully understand and accept process</b>	<b>Do not understand or cannot accept process (insert details)</b>
Part 1 – Evaluation of Tenders		
Part 1 – Conditions of Tendering		
Part 1 – Submission of tenders		
Part 1 – Tender Content		
Part 1 – General Conduct of Tenders		
	<b>Agree with all clauses of Deed and willing to sign</b>	<b>Have issues with part or all of Deed – insert clause references and explain reasons</b>
Draft Deed of Standing Offer		

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**SECTION C – SUBCONTRACTORS**

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<b>Part of the Services proposed to be subcontracted</b>	<b>Name and Address of proposed subcontractor</b>
<i>[Insert details.]</i>	<i>[Insert details.]</i>
<i>[Insert details.]</i>	<i>[Insert details.]</i>

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**SECTION D – CONFIDENTIAL INFORMATION**

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***[Note to tenderers: This Section must be completed if there is any material which the Tenderer wishes to have treated as confidential.]***

<b>Description of proposed confidential information</b>	<b>Reasons for information being treated as confidential information</b>
<b><i>[Insert details.]</i></b>	<b><i>[Insert details.]</i></b>
<b><i>[Insert details.]</i></b>	<b><i>[Insert details.]</i></b>

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**SECTION E - INSURANCE**

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<b>Type of Policy</b>	<b>Insurance Company</b>	<b>Policy No</b>	<b>Extent of Cover per incident</b>	<b>Extent of cover in aggregate</b>	<b>Expiry date</b>
Workers' compensation	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>
Public liability	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>
Professional indemnity	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>	<i>[Insert details.]</i>

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**SECTION F – GENERAL**

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**Conditions for participation (compulsory)**

Conditions for participation	Evidence of Meeting each and every Condition for Participation
A Condition for Participation for this RFT is that a Tenderer is a legal entity and has an Australian Business Number or is able to obtain one prior to execution of a Deed of Standing Offer.	<b><i>[Insert details.]</i></b>
A Condition for Participation for this RFT is that the Tenderer holds, and will continue to hold, both Professional Indemnity and Public Liability insurance for the life of any offered Deed of Standing Offer. The details of this insurance are shown on Section E and documentary evidence in the form of Certificates of Currency can be provided on request.	<b><i>[Insert details.]</i></b>

**Offer Period (optional)**

<b>Total number of days after the Tender Closing Time that the Tenderer's offer remains open for acceptance by the Workforce Council (Minimum 180 days)</b>	
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**Conflicts of interest (compulsory)**

Conflicts of interest (including whether the conflict is actual, potential and/or perceived)	Tenderer's processes for managing the identified conflict of interest
<b><i>[Insert details.]</i></b>	<b><i>[Insert details.]</i></b>
<b><i>[Insert details.]</i></b>	<b><i>[Insert details.]</i></b>

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**FORM G – RESPONSE TO EVALUATION CRITERIA**

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

**For each Requirement 1 to 7**, clearly identified down to subcomponent level (as set out in Attachment A of 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 be listed against more than one of the Requirements 1 to 7 and the relevant subcomponent (as set out in Attachment A to 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

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- 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.

Please also indicate in the following table, for each Requirement, identified as for your response above, in which regions of Queensland you are prepared to deliver these Services, bearing in mind the information provided under Section H, Part 2 – Other Pricing Requirements. The list of regions can be found in Part 1, Attachment B.

Requirement	Regions in which this can be delivered

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.

***Tenderers should take care to address each Requirement 1 to 7, including subcomponent level, at Attachment A of Part 1 in the same order as that at Attachment A. Where a Tenderer is offering Services for a subset of the Requirements 1 to 7 at Attachment A (i.e. not tendering for all Requirements) the Tenderer should state "Not Offered" under the heading for a Requirement which is not offered and also state "No" in the "Service Offered" column of the Pricing spreadsheet at Attachment 1 to Form H of this Part 2.***

***The Workforce Council Evaluation Team will use these responses to assess the extent to which the proposal meets the Requirements. Where a Tenderer has not provided a specific response to a Requirement (1 to 7) in accordance with all of the above instructions relating to Criterion 1 then the Workforce Council may deem the Service to have not been offered.***

***[Tenderer to insert responses here – maximum 4 pages per Requirement 1 to 7 of Attachment A to Part 1]***

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***Criterion 2 – Extent to which the Tenderer satisfies the Service Levels / Performance Requirements. (Page 16 of Part 1 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.

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.

***Tenderers should take care to address each and every requirement and to do so in the same order as above. The Workforce Council Evaluation Team will use these responses to assess the extent to which the proposal meets the requirements.***

***[Tenderer to insert responses here - maximum 3 pages]***

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***Criterion 3 – The extent to which the Tenderer satisfies the Workforce Council's account and relationship management requirements. (Page 16 of Part 1 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.

***Tenderers should take care to address each and every requirement and to do so in the same order as above. The Workforce Council Evaluation Team will use these responses to assess the extent to which the proposal meets the requirements.***

***[Tenderer to insert responses here – maximum 3 pages]***

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**SECTION H – FINANCIAL CAPACITY AND PRICE**

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**1. Tender Price**

For the Services tendered for in accordance with the RFT, including the Conditions of Tender, draft Deed of Standing Offer and any attachments, the Tenderer must provide full details of its Tender Price (price and fee structure), including all fees and charges proposed by the Tenderer to be paid by the Workforce Council. The Tender Price should also include all known or expected expenses and provide full details of those expenses e.g. the basis for any claims.

***Tenderers must complete the Microsoft Excel™ spreadsheet which forms Attachment 1 to this Section H. The spreadsheet must be completed in accordance with the instructions set out in that Attachment 1.***

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**2. Other Pricing Requirements**

<b>Information to be provided:</b>	<b>Tender response:</b>
<p>Where travel is required for the purposes of delivering professional support, the Workforce Council will pay the following travel costs as standard:</p> <ul style="list-style-type: none"> <li>• Economy class airfare (best fare of the day) and/OR</li> <li>• Rental car hire (mid size car unless specifically agreed otherwise due to expected driving conditions) and associated fuel expenses</li> <li>• Reasonable accommodation costs</li> <li>• Meals/incidentals at a per diem of \$75 a full day</li> <li>• Downtime at an agreed hourly rate, dependent on overall pricing and dependent on the circumstances of the travel/service delivery</li> </ul> <p>These costs will be paid on a reimbursement basis, and invoices must be accompanied by paid receipts or other proof of price documentation, e.g. flight itinerary.</p>	
<p>It is expected that Tenderers will supply their own electronic equipment, such as a laptop and data projector, if these are required for service provision. If Tenderers do not own such equipment, they must include in their pricing an amount to cover the hire of such equipment, specifically identified as such. If there are other equipment needs for service provision, these should also be identified and any additional cost for their hire (if they are not owned or cannot be reasonably transported).</p>	

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<b>Information to be provided:</b>	<b>Tender response:</b>
Where resources or materials must be purchased for service provision (e.g. workbooks or supplies for “make and take” sessions), these should be identified and the costs for these specified on a per person basis.	
The Workforce Council will review pricing on a yearly basis, to take into account QLD CPI increases. Prices in the tender are for a period of twelve months and can be reviewed and new prices negotiated after that period.	

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**CHECKLIST FOR TENDERERS**

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Tenderers should ensure that they have completed and submitted the following information and forms with their Tenders:

<b>Information / Section</b>	<b>Provided by Tenderer?</b>
<b>Executive Summary (maximum 2 pages)</b>	
<b>Section A – Tenderer Details</b>	
<b>Section B – Statement of Compliance</b>	
<b>Section C – Subcontractors</b>	
<b>Section D – Confidential Information</b>	
<b>Section E – Insurance</b>	
<b>Section F – General</b>	
<b>Section G – Response to Evaluation Criteria</b>	
<b>Section H – Financial Capacity and Price including the spreadsheet which constitutes Attachment 1 to Section H</b>	