Request for Tender Career Transition Assistance (CTA) 2019-2021 speaking notes

Slide 1: Career Transition Assistance (CTA) 2019-2021

I'd like to welcome you to today's information session on the Request for Tender (RFT) for Career Transition Assistance 2019–2021, also called CTA.

I would like to respectfully acknowledge the traditional owners and custodians of the lands on which we meet today, and pay respect to their elders, past, present and future. I would like to extend that respect to other Aboriginal and Torres Strait Islander peoples who are present.

Today we will provide you with information on CTA. We will also provide you with details on the purchasing process and information for the Request for Tender that was released on 16 November 2018.

The Department of Jobs and Small Business is committed to ensuring the CTA purchasing process is conducted in a fair and transparent manner. The department has appointed the law firm Maddocks as the independent Probity Adviser to assist and monitor the department's compliance with probity principles.

We recognise that you will have questions and we will answer as many as possible during this session. However, there may be some questions that we need to take on notice and come back to you with a response. Responses to questions will be published on the Employment Services Purchasing Information webpage. Respondents are encouraged to regularly check this site for publication of new responses.

If you have further questions following today's session, send them by email to the Employment Services Purchasing Hotline. A slide at the end of today's presentation has the contact details for both the Employment Services Purchasing Information webpage and the Employment Services Purchasing Hotline. The addresses are also set out in the Request for Tender under 'Contact Details', which is available from AusTender and 360Pro. 360Pro is the tool the department uses for purchasing submissions.

A copy of the PowerPoint slides used in this presentation will be available on the department's website after the last information session.

Slide 2: Presentation Overview

We will start today's presentation by providing some background information on CTA, and describing key features of the program including its objective and course content, participant eligibility, the referral process and fees.

We will then discuss responding to the Selection Criteria, probity and purchasing arrangements, including service coverage, evaluation, how to lodge a response and key dates.

Please note - In the bottom left of the slides there are references to the Request for Tender for your convenience.

Slide 3: Career Transition Assistance Trial

The trial of CTA, known as the CTA Trial, was one of the key measures in the Australian Government's Mature Age Employment Package announced in the 2017–18 Federal Budget.

The CTA Trial commenced on 2 July 2018, in five trial regions:

- Ballarat, Victoria

- Somerset, Queensland
- Central West, New South Wales
- Adelaide South, South Australia
- Perth North, Western Australia.

While CTA is rolling out nationally, the CTA Trial is still important. The department is conducting a two-stage evaluation of the Trial. Phase 1 of the evaluation was conducted through an external contractor and provided early insights prior to the release of this RFT. A robust Phase 2 evaluation will follow for the full period of the CTA Trial.

Slide 4: Career Transition Assistance

As part of the 2018-19 Federal Budget More Choices for a Longer Life Package, it was announced that CTA would be available nationally from 1 July 2019. The Australian Government also announced it will lower the eligibility age from 50 years and over, to 45 years and over. This aligns with other initiatives targeting those aged 45 years and over in the More Choices for a Longer Life Package.

CTA will provide opportunities for mature age people to identify and articulate transferable skills, increase job readiness and target job search to local industries and available jobs.

The CTA Request for Tender opened on Friday 16 November 2018 and closes at 12.00 noon (Canberra time) on Tuesday 11 December 2018.

Further information can be found in the Request for Tender and the Frequently Asked Questions document available from the Employment Services Purchasing Information webpage.

Appendix D of the Request for Tender provides details of Employment Regions. The CTA Request for Tender excludes the 5 trial regions and Norfolk Island.

Slide 5: CTA Objectives

I would like to provide an overview of the objectives of CTA, noting that further detailed information on these objectives can be found in the Request for Tender and the Frequently Asked Questions document.

The objectives of CTA are to provide a high quality and individually tailored service to Participants.

In particular, this will include:

- supporting Participants to increase their confidence in the skills and experience they already have, and increase their motivation and resilience to continue looking for work especially where they have been unemployed for some time or where they have been unsuccessful in applying for jobs
- helping Participants to increase their understanding of the opportunities available in their local labour market
- facilitating direct engagement with local employers and explore different occupations and industries through industry visits and awareness sessions
- supporting Participants to better tailor their job applications to particular industries and employers
- developing Participants' basic Information and communications technology (or ICT) skills by providing Participants with core digital literacy capabilities required both to apply for and to work in a variety of workplaces
- preparing a tailored Career Pathway Plan outlining the steps a Participant will need to pursue employment opportunities based on their transferable skills and the local labour market. This includes further training or education, recognising their life stage and goals

- providing practical assistance to help mature age people to increase their employability

Slide 6: CTA Course Content

CTA course content comprises core components. I will cover these components over the next few slides.

Providers are expected to provide all of the core components of the CTA course content, however, they may sub-contract out any part of CTA. Further information about this can be found in the Request for Tender and the frequently asked questions document.

The core components for the CTA course content that must be delivered, include:

- undertaking an individual Career Pathway Assessment for each Participant
- exploring Participant's goals and motivations
- understanding the local job market and identifying suitable opportunities
- exploring and translating the Participant's transferable skills

Slide 7: CTA Course Content (continued)

(Core components continued)…..

- reviewing, improving and tailoring resumes
- navigating the job application process
- practising and enhancing interview skills
- experiencing different industries
- developing functional digital literacy
- preparing a Career Pathway Plan

Slide 8: CTA Course Content (continued)

(Core components continued)…..

The Functional Digital Literacy component aims to help Participants build their confidence in the every-day use of the most common digital equipment, as well as prepare them for careers with a digital-focus.

At a minimum, the following components must be covered:

- Getting online and using general search tools, including via social media websites
- Responding to online interest through employment-oriented and social-networking platforms
- Navigating smartphones and tablets
- Basic desktop computer publishing
- Setting up and using an email account (if required) to apply for jobs, and
- Setting up and using a MyGov account and jobactive apps (if required).

Slide 9: CTA Course Content (continued)

(Core components continued)…..

A Career Pathway Plan will provide Participants with a clear plan of action outlining the steps the Participant will need to take to pursue employment or training opportunities based on the Participant's transferable skills and the local labour market. A copy of the Career Pathway Plan will be provided to the Participant and their jobactive provider.

At a minimum, the following components must be included in each Career Pathway Plan:

- a summary of the Participant's transferable skills, identified strengths and experience relevant to these industries or jobs
- details of identified employment goals and motivation
- details of occupations and industries suitable for the Participant to apply for in their local labour market
- a self-marketing plan with practical steps for how the Participant will market themselves to potential employers
- access to ongoing support, this requires the Facilitator to meet with each Participant at least twice within three months.

Slide 10: CTA Course Content (continued)

Core components continued)…..

At least one of the following practical elements:

- suggestions for work experience placements
- ongoing practise or development of skills acquired during participation in CTA (for example, practising computer skills at home or at the local library), or
- options for relevant training courses, preferably free of charge.

Slide 11: Referral and Eligibility

Referral to CTA is through a jobactive provider only.

Depending on a Participant's needs, a Participant may be referred by the jobactive provider to CTA. A network of jobactive providers operate across 1700 locations in Australia to provide employment services to employers and job seekers.

New job seekers on income support will have their first contact with Centrelink, who will assess their needs for jobactive services. Centrelink will refer the job seeker to a service 'stream' depending on their readiness for work.

This approach guides the level of support a job seeker will receive from a jobactive provider. For instance:

- Stream A job seekers are the most job ready.
- Stream B job seekers need their jobactive provider to play a greater role to help them become job ready and will be referred for case management support.
- Stream C job seekers have a combination of work capacity and personal issues that need to be addressed and will get case management support so that they can take up and keep a job.

If still unemployed after 12 months, job seekers will generally start Work for the Dole or another approved activity.

A person not in receipt of an Income Support Payment, with no participation requirements, who registers with a jobactive provider, known as a Stream A Volunteer, is able to participate in CTA.

CTA is a voluntary program.

From 1 July 2019, CTA is open to all job seekers aged 45 years and over who are registered with a jobactive provider and located in the Employment Region.

This includes job seekers in all jobactive Streams and also includes those not in receipt of an Income Support Payment.

Slide 12: Fees

Payment for CTA is a flat fee per Participant on commencement. The CTA Provider will receive $1,800 GST inclusive and $2,250 GST inclusive where a regional loading applies.

The RFT includes a table at Section 2.6.2 indicating which Employment Regions attract a loading fee.

Slide 13: Fees (continued)

Payment will be made via the referring jobactive provider through the department's IT system, on commencement, once the CTA Provider has completed the Participant's Career Pathway Assessment at the initial meeting.

Slide 14: Responding to Selection Criteria in General

When responding to the RFT the response MUST address all Selection Criteria and be submitted on the relevant forms. There are three Selection Criteria for this RFT.

Responses that are not received on the correct forms may, at the department's sole discretion, be excluded from the evaluation process. This is the minimum content and format requirement.

Respondents SHOULD address each of the sub-criteria under each Selection Criterion. Failure to address each of the sub-criteria may have a negative impact on the assessment of a response in relation to that Selection Criterion.

Where a character limit has been specified for a Selection Criterion, the inclusion of text beyond the limit will not be considered under the assessment process. Character limits include letters, numbers, spaces, punctuation and carriage returns.

If any part of the CTA service will be subcontracted, the Respondent must describe these arrangements in the relevant Selection Criteria and complete and lodge the *Subcontractors Form*.

Slide 15: Selection Criterion 1

Selection Criterion 1 - Governance and Organisational Capability

Your organisation should describe (once at the organisational level):

1. How your organisation's structure, governance, and reporting frameworks will support the efficient and effective delivery of CTA.
2. How your organisation's risk management arrangements will be used to mitigate key risks associated with delivering CTA.
3. How your organisation will engage and maintain a CTA Coordinator with an endorsed qualification in professional career development, or who is a member of a Career Industry Council of Australia (CICA) Member Association; and how your organisation will ensure this person contributes to the high quality delivery of CTA to mature age Participants, including the delivery of Functional Digital Literacy.
4. How your organisation will recruit and retain suitable staff to deliver CTA to Participants.

This is just a summary of the Selection Criterion requirements, so please make sure you read the full detailed requirements in the RFT.

Selection Criterion 1 has a limit of 10,000 characters, including punctuation and spaces, and will be assessed on a Pass or Fail basis. Only responses that receive a Pass for Selection Criterion 1 will be assessed against Selection Criterion 2 and 3 and assessed for value for money.

Responses that are assessed as Fail will not progress any further.

Slide 16: Selection Criterion 2

Selection Criterion 2—Design and Service Delivery

Your organisation should describe (once at the organisational level) the organisation's proposed method of delivery of CTA, including examples where relevant. This should include:

1. Your organisation's approach to deliver high quality services to a mature aged audience and the rationale for your service delivery design for CTA.
2. The specific way your organisation intends to deliver course content, including providing Participants with access to suitable technology (including proposed subcontracting arrangements if applicable).
3. Your organisation's approach to working with mature age people and your organisation's experience in delivering similar services. This should include your organisation's demonstrated capacity to work with those from diverse backgrounds and with varied needs, including reduced mobility, in a culturally competent and effective manner.
4. The specific tools your organisation intends to use to help mature age people: achieve identified goals; identify, explore and translate transferrable skills; and increase their confidence and employability.

This is just a summary of the Selection Criterion requirements, so please make sure you read the full detailed requirements in the RFT.

Slide 17: Selection Criterion 2 (continued)

Selection Criterion 2 has a limit of 15,000 characters, including punctuation, spaces and carriage returns, and has a weighting of 50 per cent.

Slide 18: Selection Criterion 3

Selection Criterion 3—Service offer tailored to the Employment Region

Your organisation should describe (once for each Employment Region for which it is offering to deliver CTA services) how your organisation would tailor CTA services to the Employment Region and the needs of mature age people. This should include:

1. How and where your organisation will deliver the services to ensure coverage across the entire Employment Region including details of any flexible or mobile service arrangements and/or likely access to affiliated sites or resources.
2. Understanding of the employment-related needs of Participants residing in the Employment Region in which you propose to deliver services, including Participants with varying levels of employment experience, length of unemployment and digital literacy.
3. Your organisation's demonstrated connections, or strategies to make connections, with regional development organisations, industry bodies and employers within the relevant Employment Region, and the way in which your organisation will engage with these to support the effective delivery of CTA (providing at least two examples).

4. Your organisation's demonstrated knowledge of local labour market issues in the relevant Employment Region, including how the local market has changed over time, current opportunities, and the future changes to industry in the region.

Slide 19: Selection Criterion 3 (continued)

5. How your organisation has worked with and/or will work with (other) jobactive providers and providers of different employment services and training programs in the area, to achieve the desired outcomes of CTA for Participants.
6. Your organisation's capability to deliver services in the proposed Employment Region to meet initial and ongoing demand for CTA from July 2019.
7. If relevant, how the CTA services your organisation will deliver will be different and distinguishable from the employment services your organisation currently provides.

This is just a summary of the Selection Criterion requirements, so please make sure you read the full detailed requirements in the RFT.

Selection Criterion 3 has a limit of 20,000 characters, including punctuation, spaces and carriage returns and has a weighting of 50 per cent.

Slide 20: Probity and Purchasing an Overview

In this part of the session I will cover:

- the Probity Principles
- the objectives and rules of the Request for Tender process, including factors that will be taken into account in assessing value for money
- the Communication Protocol
- a respondent's eligibility to apply
- the service coverage
- the evaluation process
- Contracting with the department
- some aspects of electronic lodgement, including use of 360Pro
- the Request for Tender closing date and time, other key dates
- and further information relevant to the purchasing process.

You are strongly encouraged to read the Request for Tender as it sets out the definitive requirements.

Slide 21: Probity Principles

The department is committed to ensuring that the CTA purchasing process is conducted in a fair and transparent manner and is undertaken in accordance with the Probity Principles outlined on the slide.

As mentioned earlier, the department has appointed Maddocks as the independent external Probity Adviser to assist and monitor the department's compliance with probity principles.

The role of the external Probity Adviser is to (among other things):

- advise the delegate on the probity and integrity of the Request for Tender process
- conduct appropriate probity training
- advise on relevant security arrangements.

In addition to the external Probity Adviser, there is a complaints handling process in place, which is outlined in Appendix A of the Request for Tender.

Any issues relating to the Request for Tender process can be raised directly with the department's legal adviser. The 'Communication Protocol' at Appendix A of the Request for Tender has more details.

Slide 22: Purchasing Objectives and Rules

As stated earlier, the purpose of the Request for Tender purchasing process is to select the organisations that represent the best value for money to deliver the CTA in each Employment Region.

This process is governed by the Commonwealth Procurement Rules and our external Probity Adviser will oversee the process to ensure adherence to the Rules.

The fundamental principle of the Rules is achieving value for money, which, in the case of CTA, will include:

- the assessment of responses against the Selection Criteria
- diversity in CTA Providers to encourage competition and innovation in the delivery of CTA services
- broadness of coverage of each Employment Region to maximise access for Participants, employers and stakeholders
- considering the benefit of this procurement to the Australian economy
- considering the risk to the Australian Government, and
- obtaining the highest possible quality in service delivery.

Slide 23: Communication Protocol

A Communication Protocol has been developed for the CTA purchasing process.

The purpose of the Protocol is to establish procedures to minimise the risk of any improper practice that could influence the fair operation of the market or the probity of the process and to ensure consistent messaging.

If Respondents have questions about any part of the Request for Tender, they should contact the Employment Services Purchasing Hotline via email. The Hotline is the primary means of contact during the Request for Tender period.

Contact details for the Hotline are on page iii of the Request for Tender and I will repeat them at the end of this presentation.

Slide 24: Eligibility to Apply

<u>To be eligible to be appointed as a CTA Provider, Respondents **MUST** have a current and valid Australian Business Number (ABN).</u>

The department will only contract with Australian legal entities that have a current and valid Australian Business Number (ABN) and full legal capacity to enter into a Deed to provide CTA. If the Respondent is a Group Respondent, each member of the Group Respondent must have a current ABN.

The department will only accept a response from a foreign entity if it is registered under Part 5B.2 of the Corporations Act 2001 (Cth).

State, territory and local government entities are eligible to apply.

The Australian Government and its agencies, employees or agents are not eligible to respond to this Request for Tender. Further, the Australian Government and its agencies, employees or agents cannot assist organisations to prepare a proposal.

A Respondent that has received improper assistance to prepare its response may be excluded from consideration at the department's discretion.

This does not include persons who are, or may be, regarded as authorised agents of any government departments (including the Department of Jobs and Small Business) under existing employment services arrangements or arrangements for the administration of the social security law—for example, jobactive providers currently contracted with the department.

Slide 25: Eligibility to Apply (continued)

There are three main types of business models that a Respondent may put forward:

- a single entity that enters into the Deed and delivers all the services itself
- a group of entities that jointly enter into the Deed and each entity delivers part of the services
- a single entity, or group of entities, that enters into the Deed and some or all of the services are delivered by subcontractors.

Slide 26: Eligibility to Apply (continued)

I would like to draw your attention to particular issues relating to group submissions.

A group of legal entities, which we refer to as a Group Respondent, can submit a response to deliver CTA. The different types of groups are:

- a consortium
- a joint venture
- a partnership
- some other form of alliance.

Group Respondents must provide details and evidence of their Group's actual or proposed legal arrangements that meet the Group Response requirements specified in the Request for Tender.

The department expects membership of a Group Respondent will remain constant from receipt of the Request for Tender submission, through evaluation and entering into Deeds, and throughout the Deed period. However, proposed changes in writing may be approved by the department in certain circumstances, such as the insolvency of a member of a Group Respondent.

Each Group Respondent member must have a current and valid ABN or be a foreign entity registered under Part 5B.2 of the Corporations Act 2001 (Cth).

The Group must appoint a lead member to lodge the response on behalf of all members, who is authorised to negotiate, act on behalf of, and contractually bind each member of the Group. Each member's written confirmation of the lead member's authority must be uploaded in the 'Group Respondent' tab in 360Pro with the Group Respondent's submission.

Where a Group Respondent is successful, each of the legal entities that form the Group Respondent will be jointly and severally liable for:

- the performance of all of the obligations under the Deed

- all losses caused by any subcontractor engaged for the purpose of the Deed.

Organisations should seek independent professional advice if they have any questions about the legal implications of different types of Group Respondent structures.

Slide 27: Other Requirements

The purchasing process is designed to promote fair competition in the open market. Respondents and their respective officers, employees, agents and advisers must not engage in collusive bidding, anti-competitive conduct or any similar unlawful conduct with any other Respondents, or any other person regarding preparation of their response.

The department may, at its absolute discretion, exclude a Respondent from this process should it become aware of information indicating that the Respondent has been involved in collusive bidding.

A Respondent must not compete against itself by submitting alternative or multiple responses for the same Employment Region. If the department determines that it has received alternative or multiple responses for an Employment Region, it may, at its absolute discretion, cease considering, or otherwise dealing with, either or both responses.

Where a Respondent retains its legal identity as a member of a Group Respondent, the Respondent cannot submit another individual response for an Employment Region in which it has otherwise responded as part of the Group Respondent.

This does not apply to subcontractors. A subcontractor may be nominated as part of a response by one or more Respondents for the same Employment Region. A nominated subcontractor may also respond in its own right for that Employment Region.

Where a Respondent considers that, at the time of lodging its response, an actual, potential or perceived conflict of interest concerning itself or a related entity exists or might arise during the term of the Deed or in relation to its response to the Request for Tender, they must complete the Conflict of Interest Form and lodge the form on the 'Conflict of Interest' tab in 360Pro.

An actual, potential or perceived conflict of interest means any matter, circumstance, interest, or activity affecting the Respondent (including the officers, employees, agents, and subcontractors of the Respondent) which may, or may appear to, impair the ability of the Respondent to perform the contract diligently and independently. If an actual, potential or perceived conflict of interest arises, the department may, at its sole and absolute discretion:

- exclude the response from further consideration
- enter into discussions to seek to resolve the conflict of interest, or
- take any other action it considers appropriate.

Slide 28: Service Coverage

The department is seeking to establish a Panel of CTA Providers to deliver services in each Employment Region. It is anticipated that two to three CTA Providers will be selected in each Employment Region; however, the department reserves the right to make additional or fewer offers depending on the outcome for the purchasing process.

Providers will be required to provide full coverage across the entire Employment Region they are applying for. This includes:

- having at least one permanent address in each Employment Region
- using appropriate, professional facilities and equipment to deliver CTA.

Slide 29: Service Coverage (continued)

The department does not, and will not, guarantee a specified or minimum level of business to any CTA Provider.

The department notes that any part of the CTA service may be subcontracted.

No conditional responses will be considered.

Slide 30: Service Coverage (continued)

Current employment services providers (such as jobactive) and their related entities are eligible to respond to the Request for Tender. If services are to be co-located, there must be clear and separate signage.

On the Selection Criterion 3 form for each and every Employment Region they are bidding for, respondents must include the details of a permanent address and confirm their intention to provide coverage for the whole Employment Region.

Slide 31: Evaluation Process

The evaluation process has several stages. Chapter 5 of the Request for Tender has more details.

Each response will be downloaded from 360Pro after the closing date and time, and will be checked to ensure that:

- the response includes all information required, as listed in the 'Respondent Checklist' at Appendix F of the Request for Tender
- the Respondent has submitted the correct response forms, in the correct format, containing completed information, including responses to the Selection Criteria.

Following this, responses will be checked for conformance with mandatory requirements and then assessed against the eligibility conditions.

All assessments will be undertaken by departmental staff with the appropriate expertise, knowledge, and training.

All eligible responses will then be assessed against Selection Criterion 1 and awarded a Pass or Fail.

All responses that are awarded a Pass against Selection Criterion 1 will then be assessed against Selection Criterion 2 and 3 and a score assigned against each Selection Criterion.

The department reserves the right to exclude responses that Fail Selection Criterion 1 from further consideration.

Slide 32: Evaluation Process (continued)

Throughout the assessment process, departmental staff may seek to confirm the claims made by Respondents in their responses to the Selection Criteria. This may include confirming that Respondents have strong local connections and a presence in the Regions in which they are applying to deliver Career Transition Assistance.

Each Respondent should provide up to two Referee endorsements to verify claims in its response to the Selection Criteria. Referee endorsements must be completed using the Referee Endorsement Form and Respondents must upload the forms to 360Pro as part of their response.

Current employees of the Department of Jobs and Small Business cannot be a referee for a Respondent.

The department reserves the right, in its absolute discretion, to contact Referees to clarify information provided in their endorsement, or make its own enquiries to verify claims made in an endorsement (including contacting a person who is not nominated as a referee by the Respondent).

Respondents are responsible for ensuring that they have:

- read and understood the Request for Tender, any Addenda issued, the draft Deed and other published supporting information
- if necessary, sought appropriate professional advice to prepare their response
- provided accurate and up-to-date information
- kept a copy of the submitted response for their records.

Respondents must not make false or misleading statements in their response, and must answer all questions honestly and completely. Respondents should also be aware that giving false or misleading information to the Australian Government is an offence under the Criminal Code Act 1995 (Cth). The department reserves the right to exclude any response from further consideration where it is satisfied the Respondent has made a false or misleading statement in the response. Furthermore, the department may refer the matter to relevant Australian Government, state or territory authorities. This right is in addition to any other remedies the department may have under law or in any contract with a successful Tender.

Slide 33: Evaluation Process (continued)

In assessing the responses, the department may consider all information contained in a response, as well as any other relevant information available to it, including a Respondent's past performance when delivering contracted services or activities that are similar to Career Transition Assistance.

Responses will also be assessed against their Financial and Credentials Information Form, for financial viability, and assigned a risk rating.

A committee of senior departmental managers will consider the outcome of the assessment and make recommendations to the delegate.

The elegate will examine the recommendations and make final decisions based on the principle of value for money for the Australian Government. The decisions of the Delegate are final.

It is expected that successful CTA Providers will be announced by early April 2019

Slide 34: Contracting with the department

The department proposes to enter into a Deed with successful Respondents that is substantially in the form of the Draft Deed.

Successful Respondents will be required to obtain and maintain the insurance specified in the Deed.

When an offer does not proceed to an executed Deed, the department may make an offer to another suitable Respondent.

The department does not want to discourage responses for CTA from Respondents that receive other public sector funding. However, a Respondent cannot claim payments from the department that would constitute double funding, that is, receiving a fee from another Australian Government, state, territory, or local public funding source, including a different source within other departments, for providing the same or similar services.

Each Respondent is asked to declare, by completing the Double Funding Form, any actual or potential contractual relationships with public funding bodies (Australian, state, territory or local government) under which it may be entitled to a fee for the provision of the same or similar services prior to a Deed being finalised (should its response to this Request for Tender be successful).

Providers to the department are required to have access to and use the department's IT Systems, which include a number of internet-based and transactional systems. Details of the department's IT requirements, can be found at Appendix C of the Request for Tender.

Respondents should also refer to the draft CTA Deed for a detailed description of the department's IT Security requirements.

Slide 35: Lodgement of Responses

As required under the *Commonwealth Procurement Rules*, the Request for Tender was published on AusTender, but Respondents are redirected to the 360Pro system to download the Request for Tender pack. The department will not provide the Request for Tender in any other format.

360Pro is the department's tool used to submit responses. Responses cannot be submitted by any other means.

The Request for Tender pack includes the forms Respondents must use to submit their responses. The department will only accept responses on the correct forms and will not accept any attachments submitted with a response unless specifically requested by the department.

Any Addenda will be issued in both AusTender and 360Pro. Respondents will receive notification through the email address used to register in AusTender and 360Pro. All addenda messages MUST be opened and read in 360Pro before the 'Submit' button is revealed.

Responses that are incomplete or clearly non-competitive may be excluded from consideration at any time during the evaluation process at the department's sole discretion. Alternatively, the department may still consider such responses and seek clarification.

Slide 36: Lodgement of Responses (continued)

Respondents are strongly encouraged to submit their response well before the closing date and time.

Responses to this RFT must be lodged before the closing date and time of 12.00 noon (Canberra time) on Tuesday 11 December 2018.

Respondents must allow sufficient time to complete the lodgement of their response prior to the closing date and time and should allow enough time to resolve any issue that may arise. The 360Pro tender response portal will not accept responses after the closing date and time.

The department will not accept a late response, unless the response is late due solely to mishandling by the department.

Slide 37: Key Dates

I would now like to draw your attention to the key dates that are listed on the slide.

The Request for Tender was released on Friday 16 November 2018.

The closing time and date for Request for Tender submissions is 12.00 noon (Canberra time) on Tuesday 11 December 2018.

It is intended that Notification of outcomes and Dispatch of Deeds will occur in early April 2019.

Successful Respondents will commence delivery of services under the Deed from 1 July 2019.

Slide 38: Further Information

Further information regarding CTA can be obtained from the Request for Tender published on AusTender (https://www.tenders.gov.au/) and 360Pro (http:// tinyurl.com/360Pro-employment) and the frequently asked questions published on the department's Employment Services Purchasing Information webpage listed on the slide (https://www.jobs.gov.au/purchasing).

Respondents can also contact the Employment Services Purchasing Hotline as per the contact details on the slide (email: espurchasing@jobs.gov.au). The Hotline can only provide information that is publicly available, and cannot provide interpretation or advice.

The department also has a complaints handling process in place for purchasing processes. Any concerns about the probity or integrity of Career Transition Assistance 2019-2021 purchasing process can be raised with the internal legal adviser, Luke de Jong via the email address on this slide (luke.dejong@jobs.gov.au). Where appropriate, complaints will be referred to the external Probity Adviser, the law firm Maddocks.

Slide 39: Questions

We would be happy to take any questions you may have.

If a question cannot be answered immediately, the department will take it on notice and publish the answer at a later date.

If you have questions outside of this information session, please submit these through the Employment Services Purchasing Hotline.

The response to questions received through the Hotline or asked today may be published under the frequently asked questions on the department's website. Questions and responses that are published will not identify who asked the question. Questions may be modified to address this requirement and may also be modified to assist with readability and context for others.