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Immigration Reform update—RFT Phase Two release

5/04/2019

Colleagues

Further to the last [Immigration Reform update](#) regarding transforming Australia's immigration and citizenship service delivery arrangements, today the Department released Phase Two of the Request for Tender (RFT) Delivering Visa Services for Australia—Global Digital Platform to the two Tenderers selected to participate in Phase One of the RFT.

Tender responses are due on 28 June 2019.

The full RFT Phase Two documents are available on the [Department's website](#). I particularly encourage you to take the time to read the business requirements section (Attachment A – Statement of Requirement) as this will help you to understand what the Platform is intended to do both from a client user perspective and a departmental user perspective.

The proposed Global Digital Platform (the Platform) will allow us to meet the increasing demand from people wishing to visit, study, work and live in Australia, and their rising digital service delivery expectations. It will assist in delivering efficiencies through automation which will allow us to re-focus the work effort of our people on higher risk, more complex decision making supported by appropriate training and guidance. The Platform will also

interface with, but not provide external access to, our intelligence, risk and biometrics systems to ensure our decisions are informed by threat and risk.

Probity

The strict probity and confidentiality requirements that have been in place during the Request for Expression of Interest stage RFT Phase One will continue through RFT Phase Two. Those of you who are closely engaged in the ongoing procurement process have already been asked to refresh conflict of interest declarations and probity and confidentiality undertakings.

It remains inappropriate for any departmental official to comment or otherwise speculate about the conduct of the procurement process. If you are asked questions about the process, you should indicate that it would be inappropriate for you to comment. We ask that you then refer the questions and a record of the exchange to service.delivery.probity@homeaffairs.gov.au.

Caretaker Conventions

The decision to proceed to RFT Phase Two does not bind an incoming Government. The Phase Two Tender documents specifically address the application of the *Caretaker Guidelines* to this procurement. As set out in the Phase Two documents:

- tenders are not due to be submitted until 28 June 2019, and
- following evaluation of those tenders, the decision to proceed or not with a preferred tenderer (if any), will be made by the Australian Government in October 2019.

Staff engagement

We will continue to engage with all staff through the RFT process. We will also provide regular updates on the Immigration Reform intranet page.

I would like to take this opportunity to acknowledge the outstanding and very hard work of many people across the Department who have supported the REOI and RFT Phase One and who continue to support RFT Phase Two. This includes subject matter experts from visa processing teams and program management areas across I&CSG, Finance Division, Legal Division,

ICT and Major Capability divisions, Executive Division, Immigration, Citizenship and Multicultural Policy Division, the multi-disciplinary evaluation teams and external advisors. I particularly want to acknowledge the highly engaged, collaborative and consultative approach taken by Visa Delivery Transformation Division throughout the past few years, under Andrew Kefford's leadership.

If you have any questions, please send them to immigration.reform@homeaffairs.gov.au.



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