

with the proposed solution within 24 hours of receiving the notice, Centrelink will implement that solution.

(b) Internal Review Committee

- (i) If the Contact Officer considers that there is no simple solution to appropriately resolve the complaint, or if the Tenderer indicates that it is not satisfied with the proposed solution, Centrelink will then appoint a committee ('Internal Review Committee') consisting of not less than 3 members who are independent of the RFT process to consider the complaint, and make recommendation(s) to the Centrelink officer who is the responsible delegate in relation to the RFT ('Delegate') about the actions Centrelink should take in relation to the complaint.
- (ii) The Delegate will consider the recommendation(s) made by the Internal Review Committee, decide the actions that Centrelink will take in relation to the complaint, and notify the Tenderer accordingly
- (iii) Centrelink may suspend the RFT process whilst the Internal Review Committee considers the complaint. If the procurement process is suspended, it will resume immediately upon the Tenderer being given notice of the Delegate's decision.

(c) Further action by Tenderer

- (i) If the Tenderer is not satisfied with the Delegate's decision, it may take further action as it sees fit, including pursuing the matter through the Australian civil legal system or making a complaint to the Commonwealth Ombudsman.

35 ACKNOWLEDGEMENT AND DISCLAIMER

35.1 The Tenderer acknowledges by lodging a Tender that it accepts the conditions set out in this RFT.

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

- (a) in deciding to lodge or not lodge a Tender or in the interpretation of this RFT, the Tenderer does not rely on:
 - (i) any representation (whether oral or in writing) other than as expressed in this RFT; or
 - (ii) other conduct of Centrelink, or any of its officers, employees, advisers or agents;
- (b) any information contained in this RFT or otherwise provided by Centrelink may not be accurate and/or may change;
- (c) where any such information relates to future matters, no steps have been taken to verify that the information is based upon reasonable grounds, and no representation or warranty, expressed or implied, is made by Centrelink, or any of its officers, employees, agents or advisers that the statements contained in this RFT or otherwise provided by Centrelink will be achieved;

- (d) this RFT is designed to reflect and summarise information concerning Centrelink's requirement only and is not a comprehensive description of it;
- (e) neither the delivery of this RFT nor any contractual arrangement made subsequent to this RFT will imply that there has been no material change since the date of this RFT or since the date as at which any information contained in this RFT is stated to be applicable;
- (f) except as required by law and only to the extent so required, Centrelink and its respective officers, employees, agents and advisers will not be liable to any person or body for any loss, damage, cost or expense arising from any information or representations, actual or implied, contained in or omitted from this RFT or other information provided by Centrelink, or by reason of any reliance by any person or body on any such information or representation; and
- (g) the Tenderer should seek its own professional advice as appropriate and should not construe this RFT or other information provided by Centrelink as investment, legal or tax advice.

35.3 Centrelink will not be responsible for any cost or expense incurred by the Tenderer in complying with the requirements of this RFT.

36 CENTRELINK'S RIGHTS

36.1 Centrelink reserves the right, in its absolute discretion, to:

- (a) vary the terms of this RFT, or the structure, requirements or process referred to in this RFT;
- (b) vary the timing referred to in this RFT;
- (c) determine, at any stage after the Closing Time, a short list of Tenders on any basis that Centrelink considers appropriate;
- (d) cease, suspend or vary this RFT process, where this is in the public interest;
- (e) provide additional information to all Tenderers at any time (and where the information is provided after the Closing Time, allow the submission of revised tenders);
- (f) cancel or amend the information or requirements set out in this RFT;
- (g) seek additional information or clarification from any Tenderer (including its subcontractors or agents);
- (h) seek and/or contact any contacts or referees other than those proposed by Tenderers;
- (i) select and negotiate with more than one Tenderer; and
- (j) enter into a contract on terms different to those in the Draft Contract.

36.2 Centrelink will not be liable or in any way responsible for any loss, damage, cost or expense incurred by the Tenderer because Centrelink:

- (a) exercises or fails to exercise any rights referred to in clause 35.1; or

(b) fails to inform the Tenderer of the exercise of rights under clause 35.1.

36.3 For the purpose of the evaluation of Tenders, Centrelink may:

- (a) use any material provided in response to one Evaluation Criteria in the evaluation of other criteria;
- (b) seek clarification or information from any Tenderer, whether or not similar information has been sought from other Tenderers;
- (c) make independent inquiries about any matters that may be relevant to the evaluation including security, financial and probity checks in relation to the Tenderer, its subcontractors and any related entities;
- (d) obtain information regarding the capacity and capability of a Tenderer from referees nominated by the Tenderer or any other referee contacted by Centrelink;
- (e) normalise Tender pricing in order to establish a common base for comparative assessment of Tenders, including in relation to:
 - (i) consideration of nominal and discounted cash flow;
 - (ii) cost associated with transitioning;
 - (iii) any assumptions or caveats attached to the Tender prices; and
- (f) use any relevant information obtained in respect of a Tenderer either through this RFT process or by independent inquiry.

36.4 The Tenderer agrees to assist Centrelink as reasonably necessary in making enquiries. The Tenderer must execute any consents to such enquiries (and procure any consents from subcontractors or related entities) as requested by Centrelink.

37 COORDINATED PROCUREMENT

37.1 Without limiting clause 36.1(d), Tenderers should note that it is Commonwealth policy to develop a co-ordinated procurement system for the delivery of certain goods and services to Commonwealth departments and agencies, where it can be established that the co-ordinated procurement of those goods and services could deliver savings to the Commonwealth.

37.2 The process of identifying such goods and services is currently under way. It is therefore possible that the Commonwealth may approve the procurement of some or all of the Requirement to the Commonwealth under a co-ordinated process:

- (a) before the Closing Time - in which case Centrelink reserves the right to discontinue this RFT process; or
- (b) after the Closing Time but before a contractual arrangement is signed with the successful Tenderer(s) - in which case Centrelink reserves the right to discontinue this RFT process and not proceed to enter any contractual arrangement as a result of this RFT; or
- (c) during the period of any contractual arrangement entered into as a result of this RFT - in which case Centrelink may exercise its rights under the relevant contractual arrangement (which include the right to terminate that

arrangement for any reason by giving 30 days' notice to the successful Tenderer).

SCHEDULE 1 - STATEMENT OF REQUIREMENTS

1 BACKGROUND

- 1.1 There are some 27,000 Centrelink staff employed around Australia to provide services through a network of over 400 sites. These sites are located in remote, rural and metropolitan areas of Australia. These sites consist of Customer Service Centres where 'face to face' contact takes place, and Call Centres where customers do their business over the phone. As well as these direct customer service locations, there is a network of Area support offices located in State capital cities and some larger cities as well as the Northern Territory and a National Support Office based in Canberra. The Site Map can be viewed at Annexure A of this RFT.
- 1.2 Centrelink is committed to supporting positive cultural change focusing on providing excellent customer service, upgrading its offices to make them friendlier and more efficient and improving the professional appearance of its staff.
- 1.3 Centrelink standards require Centrelink employees to wear a standard of dress that is, at least, equivalent to the minimum standard of clothing included in the corporate wardrobe. The dress standards also specify a number of unacceptable items that include:
- (a) clothing with political/commercial/religious messages, logos or slogans;
 - (b) clothing with union logos;
 - (c) clothing that is soiled, torn or considered untidy;
 - (d) midriff tops and clothing that is revealing;
 - (e) football guernseys or shorts, board shorts and stubbies;
 - (f) jeans (i.e. pants made from, or similar in appearance to, blue or black denim);
 - (g) bike pants, tracksuits or leggings;
 - (h) T-shirts and singlets; and
 - (i) Sandshoes/runners, Crocs (ie rubber clogs), thongs and ugg boots.
- 1.4 Centrelink's corporate wardrobe is not compulsory however employees are encouraged to wear it via internal marketing and a \$100 per employee annual subsidy, paid on a single purchase in excess of \$200 inclusive of GST.
- 1.5 Centrelink recognises that there are some inherent difficulties in providing a 'non compulsory' corporate wardrobe to an organisation that has such a widespread national presence and varying logistical and climatic demographics. Centrelink particularly seeks a solution that can cater for staff located outside of the metropolitan area in rural and remote offices.
- 1.6 The take-up rate for corporate wardrobe in the 2007-08 financial year was 14%.

2 GUIDING PRINCIPLES

- 2.1 The creation of a commercially sound, self sustaining agreement that offers the best service and value for money possible to Centrelink employees. Centrelink corporate wardrobe is to be based on the suppliers existing range. Upon an order being placed the product is to be monogrammed with the Centrelink logo then dispatched. Centrelink will not be responsible or have any liability for any stock beyond that it may purchase for promotional purposes.
- 2.2 Costs associated with the purchase of items from the corporate wardrobe are the personal responsibility of each employee who places an order with the provider through the relevant ordering process. Except where a specific order on behalf of Centrelink is placed for an item or items from the corporate wardrobe, Centrelink on behalf of the Commonwealth, is not liable for any costs associated with the purchase of any item from the corporate wardrobe.
- 2.3 The supplier shall be solely responsible for arranging the recovery of any monies owing to it by Centrelink employees who purchase items from the corporate wardrobe.
- 2.4 Centrelink requires minimal corporate involvement in the 'day to day' operation of the agreement. Corporate involvement will be limited to a Deed management role and marketing of the corporate wardrobe utilising existing internal mediums.

REQUIREMENTS

3 QUALITY

- 3.1 Centrelink is seeking a quality product with strong quality assurance measures supporting the product. Particular importance is placed on consistent sizing, durability and wash ability.
- 3.2 It is **Very Important** that Tenderers outline the Australian Standards rating of products and quality assurance measures in place.

4 RANGE

- 4.1 It is **Very Important** that the successful Tenderer provides the following when providing the Services:
- (a) Corporate wardrobe designers who understand the needs of our workforce and climate and will develop a range which is durable and maintains a professional image which is both comfortable and practical to wear;
 - (b) A corporate wardrobe range that can be refreshed every 12 months and includes consultation with Centrelink management and staff to ensure continuous improvement of the range; and
 - (c) A corporate wardrobe range of quality, durable fabrics that meet the demands of diverse climate requirements.

5 PREFERRED FABRICS

- 5.1 The fabrics to be used in the corporate wardrobe are as follows:

- (a) Poly cottons;
- (b) Polyester;
- (c) Wool;
- (d) Wool blend stretch suiting; and
- (e) Lining.

5.2 The choice of fabrics is adaptable and may change over time depending on the requirements of Centrelink staff and new technology in the manufacturing of fabric.

6 PERFORMANCE REQUIREMENTS

6.1 It is **Highly Desirable** that all corporate wardrobe garments:

- (a) are machine washable (except belts);
- (b) include care instructions;
- (c) maintain a professional look at all times; and
- (d) are designed to enable the following factors:
 - (i) Drip dry;
 - (ii) No pilling;
 - (iii) No stretching out of shape;
 - (iv) Colour fast;
 - (v) Fade resistant;
 - (vi) Easy iron – no fabrics which are not crush resistant;
 - (vii) Durability –long life; and
 - (viii) Hems, buttons, seams, zippers manufactured to a high standard.

7 FITTING SERVICE

7.1 A national fitting service accessible to all staff is **Very Important**. Tenderers should indicate the availability and extent of the fitting service they are able to provide.

7.2 Where a local fitting service is not available, innovative or best practice solutions should be outlined as to how employees can confidently fit themselves and select correct size options.

8 GARMENTS AND SIZING

8.1 It is **Very Important** that the Corporate wardrobe range offered maintains consistent sizing, allowing employees to select the correct size of garment.

8.2 It is **Very Important** that within the following size range, the overall professional image is maintained with design elements changing to accommodate size variations.

8.3 The Corporate Wardrobe collection includes the following garments and size ranges:

(a) Women's garments currently include:

- (i) Jackets (lined) in long sleeves only;
- (ii) Skirts (lined) – various lengths depending on design;
- (iii) Trousers (pant);
- (iv) Shirts and tops in short, three quarter and long sleeves;
- (v) Polo shirts; and
- (vi) Knitwear consisting of a cardigan and a vest.

(b) Women's sizing range:

- (i) A size range of 6 to 26; and
- (ii) XS – 3XL for knitwear.

(c) Men's garments currently include:

- (i) Trousers;
- (ii) Jackets (lined);
- (iii) Shirts in both long and short sleeves;
- (iv) Knitted Vest;
- (v) Polo shirts;
- (vi) Casual trouser;
- (vii) Shorts; and
- (viii) Ties – various styles.

(d) Men's Sizing range:

- (i) Trousers/shorts: 72 to 117cm;
- (ii) Jackets: 87 to 127 cm;
- (iii) Shirts: 37 to 46 cm; and
- (iv) Knitted vests: XS to 3XL.

8.4 Accessories currently include:

- (a) A women's scarf.

8.5 Centrelink would like to also explore the option of including maternity pants in its range.

8.6 It is **Very Important** that Tenderers provide price lists for all garments in preferred fabrics referred to above, in the table provided at Attachment C.

9 SPECIAL REQUIREMENTS

9.1 It is **Highly Desirable** that the successful Tenderer has the ability to make arrangements for staff who do not fall within the above size ranges to place individual orders.

9.2 These orders may include but should not be limited to:

- (a) Smaller than a size 6 or larger than a size 26;
- (b) Height variances requiring shorter or longer garments; and
- (c) Lining of unlined garments.

9.3 Options for non-standard alterations should also be offered.

9.4 It is **Desirable** that Tenderers also offer suitable garments for staff working in specific circumstances eg. Indigenous Access Field Officers who may be required to travel to remote Indigenous communities, Special Operations and National Emergencies, Mobile Servicing Units.

9.5 It is **Very Important** that Tenderers provide price lists for the above requirements in the table provided at Attachment C.

10 ONLINE ORDERING

10.1 It is **Very Important** that Tenderers provide a secure electronic solution to enable national ordering of the corporate wardrobe. The tendered online ordering service must meet, and continue to meet, Centrelink's information technology security requirements. Tenderers systems that may impact on Centrelink's IT 'fire wall' must include the technical specification of the proposed system.

10.2 The solution must utilise the Australian Government Service number (a unique identification number allocated to each Centrelink employee and attached to their computer logon ID), preferably automatically loaded via the Centrelink Employee's logon IDs.

10.3 Centrelink will not provide an employee database due to Privacy Act concerns.

10.4 The offered system must monitor the Centrelink subsidy of \$100 for the first order in excess of \$200 (inclusive of GST) in a 12 month period (July to June) for each staff member.

11 DELIVERY

11.1 It is **Highly Desirable** that Tenderers describe how they would manage the delivery process nationally including tracking and time frames for metropolitan, rural and remote sites.

12 PAYMENT OPTIONS

- 12.1 Centrelink will not consider payroll deduction as a means of payment. However Centrelink would like to offer employees as many alternate methods of payment as reasonably possible including instalment payments.
- 12.2 It is **Highly Desirable** that Tenderers outline what methods of payment are available. If credit card is an option the range of cards accepted should be identified. Options in relation to payment terms should be included in the response such as but not limited to, discounts for early payment and instalment time frame/s for direct bank debits.

13 RETURNS

- 13.1 Centrelink is seeking to minimize the instances of corporate wardrobe returns particularly due to poor quality or incorrect sizing.
- 13.2 All returns are to be at no freight cost to Centrelink or the employee.
- 13.3 It is **Highly Desirable** that Tenderers outline their returns policy and how it would be managed in particular the time frames for metropolitan, rural and remote locations.

14 MARKETING

- 14.1 Centrelink will utilise existing internal communication tools to promote the corporate wardrobe to its employees throughout Australia. However consideration will be given to any innovative suggestions on marketing solutions that would increase employee awareness of the corporate wardrobe, the benefits it offers and increases the take up rate.
- 14.2 It is **Highly Desirable** that Tenderers identify what marketing practices/tools it would like to employ to promote the corporate wardrobe. Innovative marketing solutions that lead to an increased take up rate of Corporate Wardrobe will be considered within the bounds of Commonwealth policy and practice.
- 14.3 Tenderers should note whilst Centrelink desires a good marketing strategy it is not prepared to invest any significant human resources on behalf of the successful tenderer.
- 14.4 Centrelink may provide a shop front located in its National Support Office in Canberra at no cost to the supplier. Tenderers should outline their capacity to operate such a shop front at no cost to Centrelink. Example: display stock provided, open once a week.
- 14.5 Centrelink requires the provision of promotion materials which provide product information (including a catalogue for distribution to staff) and advice through mediums including printed brochures and internet.

15 SUBSIDY APPLICATION AND MANAGEMENT

- 15.1 Centrelink offers a subsidy to its employees of \$100.00 per financial year conditional on an employee purchasing a minimum \$200.00 (inclusive of GST) in a single purchase. This subsidy cannot for administrative reasons be paid directly to the employee. At present, the provider discounts the subsidy value from the invoice

generated from an employees order and then bills Centrelink directly for the subsidy.

15.2 It is **Very Important** that Tenderers outline how they would manage the subsidy application. Issues to be addressed should include as a minimum:

- (a) Ensuring entitlement to subsidy;
- (b) Managing returns that may affect the application of the subsidy. For example, ordered \$200 of corporate wardrobe, (\$100 subsidy applies) dissatisfied with some of the product delivered and return \$50 worth (subsidy no longer applies);
- (c) Ensuring entitlement applied only once per employee per financial year; and
- (d) Consolidated invoicing to Centrelink for the subsidy provided to staff over the previous month will be required.

16 DEBTS

16.1 It is a specific condition that Centrelink is not responsible for any debts incurred by a Centrelink employee. Centrelink can offer only very limited assistance to recover debts.

16.2 It is **Highly Desirable** that Tenderers outline their position in regard to managing debts including time frames any proposed penalties and use of third party debt collection agencies.

17 ENVIRONMENTAL IMPACT

17.1 Centrelink seeks packaging solutions and manufacturing processes that minimise potential damage to the environment.

17.2 It is **Desirable** that Tenderers identify any environmentally friendly aspects of the service provision.

18 CUSTOMER SERVICE/COMPLAINTS MANAGEMENT

18.1 Centrelink seeks a dedicated facility to manage customer service advice and complaints.

18.2 It is **Highly Desirable** that Tenderers describe how they would manage customer enquiries and complaints, identifying the preferred method of contact, availability, guaranteed response times and reporting/feedback options.

19 PRICE STRATEGY

19.1 Centrelink is seeking a price strategy that provides a quality product at an affordable value for money outcome for staff.

19.2 It is **Highly Desirable** that Tenderers fully explain their proposed price strategy including scope for discounts, potential volume discounts, cost for the various processes from monogramming to manufacture of individual items and customized tailoring. Advice as to any penalty regime that may apply for cancelled orders should also be expressed.

19.3 It is **Very Important** that Tenderers provide a corporate range which complies with current tax laws and enables tax deductibility by staff and Centrelink.

20 TAX COMPLIANCE

20.1 Tax deductibility of corporate wardrobe is a key element in the promotion and take-up by Centrelink employees of the voluntary corporate wardrobe.

20.2 It is **Very Important** that Tenderers include details of how they will ensure that the corporate wardrobe remains eligible for registration on the Register of Approved Occupational Clothing kept for the purposes of Division 34 of the Income Tax Assessment Act 1997.

21 REPORTING

21.1 Flexible accurate and timely reporting is an essential element of corporate wardrobe provision.

21.2 Centrelink will require sales data by state, Centrelink Area and individual sites.

21.3 It is **Highly Desirable** that Tenderers identify what management reporting options can be offered including the full range of reporting parameters and timelines.

21.4 Tenderers should also identify what information Centrelink employees could access such as the ability to track individual orders/ payments progress.

22 KEY PERFORMANCE INDICATORS (KPIs)

22.1 Centrelink desires the application of KPIs as a tool to measure effectiveness of the agreement on an ongoing basis. Centrelink would wish to apply KPIs on take up rates, return rates, quality, continuous online ordering availability and timeliness as a minimum.

22.2 It is **Highly Desirable** that Tenderers indicate the levels of guaranteed service provision to which KPIs could be applied.

23 TRANSITION PLANS

23.1 Transition from the current provider to a new provider (should that occur) will need to be addressed to ensure a seamless transition.

23.2 It is **Highly Desirable** that Tenderers identify transition issues that may need to be addressed including but not limited to lead times for:

- (a) Deed negotiation;
- (b) marketing strategy implementation;
- (c) national online ordering system availability;
- (d) implementation of fitting services; and
- (e) service delivery.

24 FINANCIAL VIABILITY

24.1 Centrelink requires a Tenderer that is financially viable. Centrelink reserves the right to seek additional available financial information and to obtain information concerning Tenderers from independent sources to assist with the financial viability assessment.

24.2 It is **Very Important** that as part of their response Tenderers provide the following:

- (a) Copies of audited trading and profit and loss accounts and balance sheets for the preceding three financial years;
- (b) The past three years' annual reports;
- (c) Particulars of any petition, claim, action, judgement or decision which is likely to affect the Tenderer's performance of service delivery; and
- (d) Any other information, which demonstrates the financial viability of the tenderer.

SCHEDULE 2 (THE EVALUATION PROCESS AND CRITERIA)

1 THE EVALUATION PROCESS

Stage 1 – Screening Against the Minimum Content and Format Requirements and Conditions of Participation

- 1.1 The Tender Evaluation Committee will conduct an initial screening of Tenders to determine whether they fully comply with the:
 - (a) Minimum Content and Format Requirements; and
 - (b) Conditions for Participation.
- 1.2 Subject to clause 19 in Part 2 of this RFT (Unintentional Errors of Form), Centrelink will exclude a Tender from further consideration where the Minimum Content and Format Requirements and/or the Conditions for Participation have not been met.

Stage 2 - Due Diligence Review

- 1.3 The Tender Evaluation Committee will conduct a review of the Tenderer's responses to the information required in Attachment B (Response Schedules) to Schedule 3 (Information To Be Included In Tenders), to identify any matters and issues that may impact upon the procurement of the Requirement.
- 1.4 Centrelink may exclude a Tender from further consideration if:
 - (a) there is any omission or failure to provide information required; or
 - (b) a Tender is clearly unacceptable, including because of any matter which is unweighted but which may be taken into account (listed in clause 2 of this Schedule 2 (The Evaluation Process And Criteria)).

Stage 3 - Evaluation against the Evaluation Criteria

- 1.5 For each Tenderer that passes Stage 1 and 2 above, the Tender Evaluation Committee will assess each Tenderer's claims against the Evaluation Criteria and make a comparative assessment of the ability of each Tenderer to meet each criterion.
- 1.6 Tenderers should provide enough detail in their Tender against each Evaluation Criterion to ensure that the Tender Evaluation Committee have a clear understanding of their offer and that all requirements have been addressed. Tenderers are advised that unclear or contradictory statements may result in a low scoring assessment.
- 1.7 If required by the Tender Evaluation Committee, presentations by Tenderers and/or interviews and/or site visits to the Tenderer's premises (or premises where the Requirement would be provided) may be conducted at this stage of the evaluation process.
- 1.8 If not already undertaken as part of Stage 2, the Tender Evaluation Committee may also seek and assess comments from referees at this stage (whether or not those referees have been nominated by the Tenderer).

- 1.9 If not already considered in Stage 2, the Tender Evaluation Committee may also identify and assess any matters which are unweighted, but which may be taken into account, (listed in clause 2 of this Schedule 2 (The Evaluation Process And Criteria)) or, if those matters have already been considered in Stage 2, reconsider them.
- 1.10 If the Tender Evaluation Committee elects to shortlist Tenderers, only the Tenderers on the final shortlist at the completion of Stage 3 will be financially evaluated in accordance with Stages 4 and 5. The Tender Evaluation Committee in its absolute discretion will determine the number of Tenders on any shortlist.

Stage 4 – Pricing Evaluation (Financial Analysis)

- 1.11 A pricing evaluation of Tenders will be conducted either separately or concurrently with the evaluation in Stages 1 to 3 above in order to determine a basis of comparison for delivery of the requirements in this RFT.
- 1.12 Centrelink reserves the right, during the evaluation process, to ask all Tenderers (or, if Tenderers have been short-listed, the short-listed Tenderers) to submit new or revised pricing based on an alternative methodology.
- 1.13 Centrelink also reserves the right to seek clarification on any pricing matters and to seek a Best and Final Offer in respect of pricing from each Tenderer (or, if Tenderers have been short-listed, short-listed Tenderers) if it is deemed necessary to determine a clear value for money outcome for the Commonwealth.

Stage 5 - Value for Money

- 1.14 The Tender Evaluation Committee will determine Value for money by comparing the Stage 4 pricing evaluation with the outcomes from the evaluations in Stages 1, 2 and 3 for each Tender.
- 1.15 In assessing value for money during Stage 5, the Tender Evaluation Committee will also take into account any other matters which are unweighted, but which may be taken into account (listed in clause 2 of this Schedule 2 (The Evaluation Process And Criteria)).

2 EVALUATION CRITERIA

2.1 Tenders will be evaluated against the following Evaluation Criteria.

No.	Sub-Category	No	Evaluation Criterion	Descriptor
1	Quality	1.1	It is Very Important that Tenderers outline the Australian Standards rating of products and quality assurance measures in place.	Very Important
2	Range	2.1	It is Very Important that the successful Tenderer provides the following when providing the Services: (a) Corporate wardrobe designers who understand the needs of our workforce and climate and will develop a range which is durable and maintains a professional image which is both comfortable and practical to wear; (b) A corporate wardrobe range that can be refreshed every 12 months and includes consultation with Centrelink management and staff to ensure continuous improvement of the range; and (c) A corporate wardrobe range of quality, durable fabrics that meet the demands of diverse climate requirements.	Very Important

No.	Sub-Category	No	Evaluation Criterion	Descriptor
3	Performance Requirements	3.1	<p>It is Highly Desirable that all corporate wardrobe garments:</p> <ul style="list-style-type: none"> (a) are machine washable (except belts); (b) include care instructions; (c) maintain a professional look at all times; and (d) are designed to enable the following factors: <ul style="list-style-type: none"> (i) Drip dry; (ii) No pilling; (iii) No stretching out of shape; (iv) Colour fast; (v) Fade resistant; (vi) Easy iron – no fabrics which are not crush resistant; (vii) Durability –long life; and (viii) Hems, buttons, seams, zippers manufactured to a high standard. 	Highly Desirable
4	Fitting service	4.1	A national fitting service accessible to all staff is Very Important . Tenderers should indicate the availability and extent of a fitting service they are able to provide.	Very Important
5	Garments and Sizing	5.1	It is Very Important that the Corporate wardrobe range offered maintains consistent sizing, allowing employees to select the correct size of garment.	Very Important
		5.2	It is Very Important that within the size range, the overall professional image is maintained with design elements changing to accommodate size variations.	Very Important
		5.3	It is Very Important that Tenderers provide price lists for all garments in preferred fabrics referred to in Clause 8, in the table provided at Attachment C.	Very Important

No.	Sub-Category	No	Evaluation Criterion	Descriptor
6	Special Requirements	6.1	It is Highly Desirable that the successful Tenderer has the ability to make arrangements for staff who do not fall within the indicated size ranges to place individual orders.	Highly Desirable
		6.2	It is Desirable that Tenderers also offer suitable garments for staff working in specific circumstances eg. Indigenous Access Field Officers who may be required to travel to remote Indigenous communities, Special Operations and National Emergencies, Mobile Servicing Units.	Desirable
		6.3	It is Very Important that Tenderers provide price lists for the requirements detailed in Clause 9 in the table provided at Attachment C.	Very Important
7	Online Ordering	7.1	It is Very Important that Tenderers provide a secure electronic solution to enable national ordering of the corporate wardrobe. The tendered online ordering service must meet, and continue to meet, Centrelink's information technology security requirements. Tenderers systems that may impact on Centrelink's IT 'fire wall' must include the technical specification of the proposed system.	Very Important
8	Delivery	8.1	It is Highly Desirable that Tenderers describe how they would manage the delivery process nationally including tracking and time frames for metropolitan, rural and remote sites.	Highly Desirable
9	Payment options	9.1	It is Highly Desirable that Tenderers outline what methods of payment are available. If credit card is an option the range of cards accepted should be identified. Options in relation to payment terms should be included in the response such as but not limited to, discounts for early payment and instalment time frame/s for direct bank debits.	Highly Desirable

No.	Sub-Category	No	Evaluation Criterion	Descriptor
10	Returns	10.1	It is Highly Desirable that Tenderers outline their returns policy and how it would be managed in particular the time frames for metropolitan, rural and remote locations.	Highly Desirable
11	Marketing	11.1	It is Highly Desirable that Tenderers identify what marketing practices/tools it would like to employ to promote the corporate wardrobe. Innovative marketing solutions that lead to an increased take up rate of Corporate Wardrobe will be considered within the bounds of Commonwealth policy and practice.	Highly Desirable
12	Subsidy application and management	12.1	<p>It is Very Important that Tenderers outline how they would manage the subsidy application. Issues to be addressed should include as a minimum:</p> <ul style="list-style-type: none"> (a) Ensuring entitlement to subsidy; (b) Managing returns that may affect the application of the subsidy. For example, ordered \$200 of corporate wardrobe, (\$100 subsidy applies) dissatisfied with some of the product delivered and return \$50 worth (subsidy no longer applies); (c) Ensuring entitlement applied only once per employee per financial year; and (d) Consolidated invoicing to Centrelink for the subsidy provided to staff over the previous month will be required. 	Very Important

No.	Sub-Category	No	Evaluation Criterion	Descriptor
13	Debts	13.1	It is Highly Desirable that Tenderers outline their position in regard to managing debts including time frames any proposed penalties and use of third party debt collection agencies.	Highly Desirable
14	Environmental impact	14.1	It is Desirable that Tenderers identify any environmentally friendly aspects of the service provision.	Desirable
15	Customer service/ complaints management	15.1	It is Highly Desirable that Tenderers describe how they would manage customer enquiries and complaints, identifying the preferred method of contact, availability, guaranteed response times and reporting/feedback options.	Highly Desirable
16	Price strategy	16.1	It is Highly Desirable that Tenderers fully explain their proposed price strategy including scope for discounts, potential volume discounts, cost for the various processes from monogramming to manufacture of individual items and customized tailoring. Advice as to any penalty regime that may apply for cancelled orders should also be expressed.	Highly Desirable
		16.2	It is Very Important that Tenderers provide a corporate range which complies with current tax laws and enables tax deductibility by staff and Centrelink.	Very Important
17	Tax compliance	17.1	It is Very Important that Tenderers include details of how they will ensure that the corporate wardrobe remains eligible for registration on the Register of Approved Occupational Clothing kept for the purposes of Division 34 of the Income Tax Assessment Act 1997	Very Important
18	Reporting	18.1	It is Highly Desirable that Tenderers identify what management reporting options can be offered including the full range of reporting parameters and timelines.	Highly Desirable