

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(339) Program 5.1: Settlement Services for Migrants and Refugees

Senator Cash asked:

1) How are tenders for Settlement Services assessed and awarded? What criteria are used to evaluate a tender? 2) What criteria are used to evaluate the effectiveness of the company awarded the tender? Is there a capacity or outcome measure? 3) What percentage of contracts are awarded in each area as a total of the overall applications?

Answer:

1. Tenders for the Humanitarian Settlement Services Request for Tender (RFT) 10/05 were evaluated in accordance with the published evaluation criteria outlined in the RFT including: technical worth; nature and extent of compliance with the RFT and draft Contract; risk; and price. The criteria assessed as part of technical worth are:

- Past performance and collaboration
- Organisational management and governance
- Understanding the Statement of Requirements
- Service delivery scenarios.

Successful tenderers are those which represented the best value for money when taking all these factors into consideration.

The Department conducted the HSS procurement process in accordance with the Commonwealth Procurement Guidelines. The procurement process was supported by legal, probity and financial advisers.

2. Service Providers awarded HSS Agreements with the Department will be required to meet Service Requirements and Key Performance Indicators outlined in their contract, and the Department's internal Quality Assurance program will provide ongoing monitoring. Outcome measures in the contract include individual capability assessments for clients who have received settlement services.

3. There is a total of 24 contract regions for the provision of settlement services. There is one contract awarded per contract region to deliver all services, except in three contract regions where there are separate case management and accommodation service providers in which case a contract is awarded for each service.