

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0270) Program 3.1: Border Management

Senator Cash asked:

What are the criteria that a potential Service Delivery Partner (SDP) is required to meet before the Department engages their services.

Answer:

The Department of Immigration and Citizenship (DIAC) engages SDPs through a competitive tender process. The criteria for these companies include, but are not limited to:

- Ability to deliver services as required and within the timeframe stipulated.
- An innovative and workable solution that thoroughly addresses the Department's requirements.
- A competitive price compared to similar services provided for other Governments around the world.
- References from other Governments such as New Zealand, Canada and USA.
- Adherence to applicable laws e.g., *Privacy Act 1999*, *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)*.
- Complying with all aspects of the Australian Government's security policy.
- All personnel are security vetted by the local Australian Overseas Mission.
- Ensuring the security, confidentiality and integrity of all applicant data whilst such data is in the control of the supplier.
- Proven track record in successfully delivering similar or identical services.