

**SENATE STANDING COMMITTEE ON  
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE**

**Inquiry into the DEEWR Tender Process to award employment services contracts**

**EEWR\_SIH\_W33**

Senator Back provided in writing.

**Question**

How did the panel assess the 40% of local strategies for external providers, especially those which have no Australian industry experience?

**Answer**

A comprehensive process for the evaluation was undertaken where tenderers responses and claims were assessed in accordance with approved guidelines and against the published selection criteria including checking of claims against data and information held by the Department or through verifying the claims through all available internal and external sources as appropriate.

There were many levels of assessment and review as well as credential and financial viability checks.

Assessment of a tenderers response to the published section criteria took into account all the information contained in the entirety of the tender submission (even if the relevant material, claims or examples was contained within a response to a different sub criterion than that being assessed). Evaluation was undertaken on an Employment Service Area (ESA) by ESA basis and to reflect the importance of appropriate local strategies tailored to the specific circumstances of each ESA.

Assessment teams looked across the whole tender response to identify claims and examples to support demonstration by the tenderers of their experience and expertise against the following key factors:

- demonstrated past performance in helping disadvantaged participants;
- a good understanding of the new integrated service provision to achieve outcomes for participants;
- local strategies and collaborative arrangements, including linkages with other service providers at the local, state and national level, which will be used to achieve sustainable outcomes for job seekers with diverse needs; and
- organisational management and governance.

The considerations included assessment of tender responses by teams of two departmental officers and reviews by a senior Account Manager for consistency, and completeness as well as testing any assertions. Assessment and reviews were undertaken by departmental staff with detailed understanding and local knowledge of the ESAs and the capacity and expertise to test and verify claims and validate the appropriateness of local services and strategies and their relevance to the ESA. State Managers also undertook a comparative and consistency check across all the ESAs in their State as well as the providers for whom their State had account management responsibility. The Tender Review Committee (TRC) and delegate also undertook a review and assessment across each ESA, State and nationally.

The Department checked and verified claims made by tenderers through:

- testing against any relevant information held by department including its extensive databases
- checking through relevant external sources available to the department as appropriate such as
  - other Australian Government departments and agencies,
  - State Government departments and agencies,
  - local government
- as well as through international contacts.

The tender process was overseen by the independent Probitry Adviser, Clayton Utz at all stages, who has been satisfied that the assessment process followed by the Department met all the requirements.