



Australian Government  
Department of Social Services



# **2015 Disability Employment Services – Disability Management Service Tender**

## **Industry Information Paper**

## Table of Contents

1.	Overview and Rationale .....	3
2.	Current arrangements .....	3
3.	Business available for tender .....	3
4.	Description of Services .....	4
5.	Indicative Purchasing Timetable .....	6
6.	Draft Selection Criteria .....	6
7.	Specialist Providers.....	6
8.	Tendering processes.....	6
	Requirements of tendering .....	6
	Certification with the National Standards for Disability Services .....	7
9.	Transition.....	7
10.	Probity .....	7
11.	Enquiries and Communication with Departments and Ministers.....	8
	Contact with Portfolio Ministers .....	8
	Contact with DSS and the Department of Employment.....	8
	Information on purchasing arrangements .....	9
12.	Public Webinars for the Industry Information Paper .....	9
13.	Useful information .....	9
14.	Glossary .....	10
	ATTACHMENT A.....	13
	INDICATIVE DES-DMS BUSINESS AVAILABLE FOR TENDER.....	13
	ATTACHMENT B.....	16
	Disability Employment Services - Disability Management Service DRAFT SELECTION CRITERIA.....	16

## **1. Overview and Rationale**

The Australian Government believes all Australians deserve to be included in the economic and social life of the community and one of the best ways of achieving this is through having a job. The Government, through its programmes and services, is committed to assisting job seekers to overcome their barriers to employment participation.

Employment has the potential to change the lives of people with disability, offering independence, self-esteem and social connectedness. Delivering quality and stable employment services is a critical part of the Government's commitment to supporting people with disability to have genuine choice and control over their lives.

The Department of Social Services (DSS) has released this Industry Information Paper to seek comment on the draft selection criteria and to provide information on the purchasing arrangements for Disability Employment Services – Disability Management Services (DES-DMS) from 2 March 2015.

## **2. Current arrangements**

Currently, approximately 47% of the DES-DMS business is provided by CRS Australia (a division of the Australian Government Department of Human Services) and the remaining [53%] is provided by non-government contracted providers.

The current contracts with non-government contracted providers for DES-DMS business expire on 30 June 2015. The terms of the DES-DMS Deed provides the Government with the ability to extend the contracts and the Government intends to offer DES-DMS contracts delivered by non-government providers an extension to 4 March 2018 to align with the existing DES-Employment Support Service (DES-ESS) contracts. Performance review and business reallocation processes will ensure high performance is maintained and further support the efficient, effective, economical and ethical use of Commonwealth funds.

## **3. Business available for tender**

The DES-DMS business that is currently delivered by CRS Australia (47% of total DES-DMS business) is being made available for tender. The business will be available in 97 of the 110 Employment Service Areas (ESAs) that make up Australia. The contracts with the successful tenderers will run from 2 March 2015 until 4 March 2018. This will mark the first time that the DES-DMS market has been fully open to competition.

The business share available in each of the ESAs is detailed in **Attachment A**.

#### **4. Description of Services**

DES delivers employment assistance for job seekers with disability, injury or health condition who need assistance to find and retain open employment. DES offers opportunities to ensure that everyone who is able to participate in the competitive labour market has the best support to develop their skills, training and confidence to find and keep a job.

DES offers two uncapped demand-driven programmes to help people with disability, injury or health conditions to find and retain open employment:

- DES-DMS - provides services to eligible job seekers with temporary or permanent disability, injury or health condition who require the assistance of a disability employment service but who are not expected to need regular, long-term support in the workplace.
- DES-ESS - is available to eligible job seekers with permanent disability who are assessed as needing regular long-term ongoing support in the workplace.

**Only DES-DMS business is available for tender in this process.**

In most cases job seekers connect with DES-DMS providers following an Employment Services Assessment (ESAt) or Job Capacity Assessment (JCA). The ESAt/JCA determines a job seeker's eligibility for Disability Employment Services. DES-DMS providers are also required to confirm the eligibility of participants. Job seekers are referred to one of the two programmes, based on the nature of the job seeker's disability, injury or health condition and the assessed need for ongoing support in the workplace.

Services are demand driven—every eligible job seeker with disability has access to services. Job seekers may also directly register with a DES-DMS provider. Assistance is also available through Job in Jeopardy services, to people already working but whose jobs are at risk because of their disability, injury or health condition. DES-DMS providers then assess the impact that a participant's injury, disability or health condition is having on their ability to find and retain a job.

DES-DMS providers work with participants to develop an individually tailored pathway to employment (an Employment Pathway Plan, or EPP). The EPP will identify the mix of vocational and non-vocational activities that participants need, and DES-DMS providers will deliver, to achieve an employment outcome. Depending on the needs of the individual participant, the EPP will integrate education, training, non-vocational assistance, rehabilitation services, work experience, job search, Job Placement assistance and other assistance.

DES-DMS providers must be able to:

- help all eligible participants, regardless of their level of disadvantage, by providing individually tailored assistance to develop pathways into sustainable employment;

- build linkages with employers to understand and meet their skills and labour needs, including working with employers to identify job vacancies and match suitable candidates to those vacancies;
- connect participants to appropriate skills development opportunities; and
- build linkages and work cooperatively with other stakeholders, such as local community and health services, Registered Training Organisations, state, territory and local government, and other service providers.

DES-DMS providers are paid Service Fees to assist participants until the participant is placed in a job or moves into full-time education. Should a participant not have found a job after 18 months of service, a new ESAt will determine the next appropriate steps for each participant. The ESAt will refer participants to the most appropriate service that best suits their needs, including referring them to other employment services. If the participant is close to achieving an employment outcome and the Employment Services Assessor considers they are likely to benefit from an additional period of assistance, the participant may be granted an additional six months of service with their current DES-DMS provider.

Outcome Payments are available to DES providers where participants achieve sustainable employment or education. All fees and payments are fixed and are not subject to price competition. Once a participant is placed in a job, DES-DMS providers continue to support participants as required up until the 26-week Outcome to ensure the success of the placement. Most participants will be able to Exit as independent workers once a 26-week Outcome has been achieved. For those who require Ongoing Support to retain their job, Flexible Ongoing Support is available in DES-DMS.

Once a participant has been supported in work for 52 weeks from the date of Job Placement, further support will be determined by an Ongoing Support Assessment.

If a DES-DMS provider considers that a participant requires the higher level of Ongoing Support available in DES-ESS, the DES-DMS provider must arrange an Ongoing Support Assessment.

The Disability Employment Services Deed sets out requirements for providers, as well as details of the payments providers are entitled to claim. The Deed that will be applied to organisations successful in winning DES-DMS business through the tender is expected to be similar to the current DES Deed.

A link to the current DES Deed is provided in the Useful Information section at the end of this paper.

## 5. Indicative Purchasing Timetable

Indicative date	Milestone
Mid to late May 2014	Release of Industry Information Paper on AusTender
Late May 2014	Public webinars on Industry Information Paper
1 July 2014	Release of Request for Tender
Early to mid-July 2014	Request for Tender Information Sessions
4 August 2014 (2pm)	Tender Closing Time
Mid to late November 2014	Announcement of tender results, despatch of offers
2 March 2015	Deed Commencement Date
4 March 2018	Completion Date of Deeds

## 6. Draft Selection Criteria

The draft Selection Criteria proposed for the DES-DMS 2015 tender process is set out at **Attachment B**.

### Important note

The draft Selection Criteria are indicative and have been provided to industry for comment. The Department welcomes comments on the draft Selection Criteria by [5.00pm] Canberra local time on 10 June 2014 via email to [espurchasing@employment.gov.au](mailto:espurchasing@employment.gov.au).

As the draft Selection Criteria are indicative only, they may change in the final RFT. Statements of Claim submitted in response to the RFT should be based on information in the final RFT, including the final Selection Criteria, and not on information contained in this Industry Information Paper.

## 7. Specialist Providers

Tenderers may bid to deliver DES–DMS to one or more specialist client groups within an ESA. The provision of DES–DMS for one or more specialist client groups is referred to as Specialist Services. Where a tenderer proposes to provide Specialist Services to one or more specialist client groups, its tender should identify each specialist client group and demonstrate the need for the Specialist Services to that group in the ESA in which it is bidding. The tender should also detail performance, expertise and strategies to address the specific needs of each such group.

## 8. Tendering processes

### Requirements of tendering

The Request for Tender will be released on to the Australian Government’s AusTender website. Once the Request for Tender is released, organisations wishing to tender will need to register with AusTender to access all Request for Tender documentation.

Registration is available free of charge through the AusTender website at [www.tenders.gov.au](http://www.tenders.gov.au). A tool within AusTender is available to allow potential tenderers to practise lodging tenders.

In order to be considered, tenderers MUST have lodged their tender with the Australian Government Tender System, [AusTender](http://www.tenders.gov.au), at [www.tenders.gov.au](http://www.tenders.gov.au) by the Tender Closing Time and Date that will be in the Request for Tender.

Tenderers should complete and submit the Tender Response Forms which must be downloaded from AusTender.

To be considered, tenderers must meet the eligibility requirements and must ensure their tender meets the minimum form and content requirements. These will be detailed in the Request for Tender.

### **Certification with the National Standards for Disability Services**

The DES Deed requires all DES provider organisations to be certified against the *National Standards for Disability Services* within 12 months of the deed commencing. DES providers must maintain their certification in order to provide DES-DMS under the *Disability Services Act 1986*.

### **9. Transition**

After the results of the tender are announced, CRS Australia's DES-DMS participants will need to transition to successful tenderers. The objective of the transition is a smooth transfer to the future contracting arrangements with minimal disruption to participants, employers and providers. The Transition Period will commence from the announcement of contract offers, expected to be in November 2014.

The principles used to manage the Transition Period for DES-DMS will ensure that participants will be referred to a new or existing DES-DMS provider taking into account their individual needs and circumstances. In addition, the transition activities will support continuity of DES-DMS, including connections between employers and participants where possible.

Further information on the transition arrangements will be provided later in the tender process.

### **10. Probity**

DSS is committed to ensuring that competition for the supply of DES-DMS is fair and transparent. To do this, it is important that the tender process is transparent and subject to appropriate scrutiny and that all RFT procedures published by DSS are followed.

DSS will appoint an external Probity Adviser.

The role of the Probity Adviser is to advise the Delegate (Deputy Secretary, DSS) on the probity and integrity of the tender process. The role includes developing an overarching Probity Plan that can be applied to the tender process and providing advice on probity issues, conducting appropriate probity training and advising on relevant security arrangements.

The Probity Adviser will observe, monitor and advise on, but will play no role in, the evaluation process.

## **11. Enquiries and Communication with Departments and Ministers**

### **Contact with Portfolio Ministers**

During the tender process, Portfolio Ministers will continue to interact with relevant stakeholders for business-as-usual, meetings, conferences and social activities.

However, during these interactions, the only information, if any, that can be provided about the tender process will be limited to information that is already available in the public arena. Tenderers and potential tenderers must not seek to elicit or obtain from Portfolio Ministers, or their staff, any information concerning the tender process that is not already available in the public arena.

### **Contact with DSS and the Department of Employment**

The Department of Employment is assisting DSS with the logistics of the DMS tender.

During the tender process, DSS will continue to interact with relevant stakeholders as a part of its ongoing business (on a business-as-usual basis), including continuing any regular discussions with a range of interest groups and industry representative bodies.

At these business-as-usual interactions, any discussions relating to the tender process, however, will not be permitted.

The following principles will apply to the upcoming tender process:

- all tenderers will only use the Department of Employment's Employment Services Purchasing Hotline (referred to in further detail below) to contact the Departments for the purpose of querying or clarifying any aspect of the tender process;
- DSS and the Department of Employment will not consider unsolicited references or submissions on behalf of providers or tenderers outside those provided for in the tender process;
- Tenderers or other persons with an interest in the tender process must not enter into discussions with or otherwise engage in any activity with either department, persons directly or indirectly involved in the tender process acting for either department, and other persons who have been identified as being in positions of potential influence over the operation of the tender process. Further, neither department will enter into discussions or otherwise engage in any activity with



tenderers, or such other persons with an interest in the tender process, where this could be perceived as influencing the operation of the tender process;

- views on an individual tenderer or tenderers must not be expressed to either department in a way that could be perceived as an attempt to influence the departments to favour, or disfavour, any tenderer;
- details of any approaches by or on behalf of an individual tenderer or tenderers will be fully documented; and
- communications or conduct suspected of involving a breach of this communication protocol or of the tender process, including any suspected illegality will be investigated and may be taken into account during the RFT evaluation process.

### **Information on purchasing arrangements**

The Department of Employment's Employment Services Purchasing Hotline (the Hotline) is the primary means of contact during the tender process, and can be contacted on 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays) or via email at [espurchasing@employment.gov.au](mailto:espurchasing@employment.gov.au).

The Hotline and email address are the primary mechanisms for communications relating to purchasing matters. All persons are required to refer or direct any purchasing-related enquiries to the Hotline or email address.

### **12. Public Webinars for the Industry Information Paper**

The Department will conduct two Industry Information Paper webinars. These webinars will be held at:

11.00 am on Wednesday, 28 May 2014; and

11.00 am on Friday, 30 May 2014.

#### **Register for webinars**

To register for one of these webinars, tenderers should contact the tender hotline at 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time) or via email at [espurchasing@employment.gov.au](mailto:espurchasing@employment.gov.au).

### **13. Useful information**

- a. Link to current [DES-DMS Deed](http://www.dss.gov.au/DES/DESDeed) at [www.dss.gov.au/DES/DESDeed](http://www.dss.gov.au/DES/DESDeed)
- b. Link to the [Labour Market Information Portal](http://www.lmip.gov.au) at [www.lmip.gov.au](http://www.lmip.gov.au)
- c. Link to [maps of the ESAs](http://www.dss.gov.au/DES/DMSTender) with business at [www.dss.gov.au/DES/DMSTender](http://www.dss.gov.au/DES/DMSTender)

## 14. Glossary

The DES Deed includes a detailed glossary of DES-DMS programme terms. The definitions for the terms most frequently used in this Industry Information Paper are set out below. They are an abbreviated list for explanatory purposes only and the DES Deed sets out the definitive terms.

**13 Week Outcome** means that a participant has satisfied the conditions of a Full Outcome or Pathway Outcome for 13 consecutive weeks of employment or one semester of a Qualifying Education Course.

**26 Week Outcome** means that a participant has satisfied the conditions of a Full Outcome or Pathway Outcome for 26 consecutive weeks of employment or two semesters of a Qualifying Education Course.

**[AusTender](http://www.tenders.gov.au)** means the Australian Government's website for tendering of services, at [www.tenders.gov.au](http://www.tenders.gov.au)

**Disability Management Service or DES-DMS** is a DES service for participants that are assessed as having a disability, injury or health condition but who are not expected to require long term support to maintain their employment.

**Education Outcomes** are payable where a participant (other than a Job in Jeopardy participant) completes a semester of a Qualifying Education Course.

**Employment Assistance** means the programme services a participant (other than a Job in Jeopardy participant) receives from commencement into the programme until Programme Review, Ongoing Support or exit from the programme. It does not include any Post Placement Support programme services that a participant receives.

**Employment Outcomes** are payable where a participant (other than a Job in Jeopardy participant) works 13 consecutive weeks or 26 consecutive weeks and meets the requirements of a Full Outcome or a Pathway Outcome.

**Employment Pathway Plan** means a plan required under the *Social Security Act 1991 (Cth)* that is negotiated by the DES provider and the participant and which sets out an individualised pathway to sustainable employment for the participant.

**Employment Service Area or ESA** means a geographical area, identified and displayed in the 'Link to maps of the ESAs with business' under Useful Information. Tenderer's bids will be at the ESA geographical level.

**Employment Services Assessment or ESAt** means an independent assessment of a participant's barriers to employment and work capacity.

**Employment Services Assessor** means a Department of Human Services Assessment

Services employee who performs an ESAt or JCA assessment of a DES participant's barriers to employment and work capacity.

**Employment Support Service or DES-ESS** is a DES service for participants that are assessed as having a disability, injury or health condition and who are expected to require long term support to maintain their employment.

**Flexible Ongoing Support** is a level of Ongoing Support that is available to a DES-DMS participant who needs continuing support to maintain their employment, unsubsidised self-employment, apprenticeship or traineeship, in accordance with any guidelines.

**Full Outcomes** are payable where a participant (other than a Job in Jeopardy participant)

- works 13 consecutive weeks or 26 consecutive weeks in employment, unsubsidised self-employment, apprenticeship or traineeship and during that time
  - works an average of their Employment Benchmark hours or more each week, or
  - earns sufficient income to cause their basic rate of any income support payment to cease, or
- meets the requirements of an Education Outcome and is
  - 15 to 21 years of age or in an Aboriginal or Torres Strait Islander person, and has not completed Year 12 or equivalent, or
  - a Principal Carer with part-time participation requirements, and is receiving Parenting Payment, Newstart Allowance, Youth Allowance (other) or Special Benefit

**Generalist Services** means services delivered for all DES participants regardless of the nature of their disability, injury or health condition.

**Job Capacity Assessment** means an independent assessment conducted to determine eligibility for the Disability Support Pension and includes assessment of barriers to employment and work capacity.

**Job in Jeopardy Assistance** means the program services a Job in Jeopardy participant receives from commencement into the programme until the participant exits the programme or achieves a Job in Jeopardy Outcome.

**Job in Jeopardy Outcomes** are payable where a Job in Jeopardy participant remains in active employment for 26 consecutive weeks.

**Job Placement** means employment for a participant in a vacancy that is not a Non-Payable Placement.

**Job Placement Fee** means the fee that is payable to a DES provider for a participant that

has been placed into employment and has worked at least their Employment Benchmark within 10 consecutive days.

**Job Services Australia** is the Australian Government's mainstream employment services system that supports job seekers and employers.

**National Standards for Disability Services** means a series of standards for delivery of disability service and against which all DES providers must be certified within 12 months of the deed commencing.

**Ongoing Support** means the programme services a participant may receive while they are in employment, unsubsidised self-employment, apprenticeship or traineeship, after a 26 Week Employment Outcome or Job in Jeopardy Outcome and until they exit DES.

**Ongoing Support Assessment** means an assessment by a contracted Ongoing Support Assessor as to a Participant's need for Ongoing Support.

**Outcome Fees** are fees paid to the DES provider for each participant that completes a 13 Week Outcome or a 26 Week Outcome.

**Pathway Outcomes** are payable where a participant (other than a Job in Jeopardy participant)

- works 13 consecutive weeks or 26 consecutive weeks in employment, unsubsidised self-employment, apprenticeship or traineeship and during that time
  - works an average of at least 10 hours but less than 15 hours per week if their Employment Benchmark is 15, or
  - works an average of at least 20 hours but less than 30 hours per week if their Employment Benchmark is 30, or
- meets the requirements of an Education Outcome and is not eligible for a Full Outcome.

**Qualifying Education Course** means a single qualification course of two or more semesters of full time study that is approved for Austudy, Abstudy or Youth Allowance (Student) purposes.

**Service Fees** are fees paid to the DES provider for each participant while they remain in Employment Assistance.

**Specialist Services** means services delivered for a group of participants with specialist needs under a separate contract catering to that group of participants.

**Transition Period** means the period in which the transition of affected participants to new providers will be arranged and effected. It starts following the announcement of tender results and continues until the commencement of the new deed period.

**ATTACHMENT A**

**INDICATIVE DES-DMS BUSINESS AVAILABLE FOR TENDER**

<b>State/Territory</b>	<b>Employment Services Area (ESA)</b>	<b>Business Share of ESA for tender</b>	<b>Indicative Caseload</b>
NSW/ACT	ACT/Queanbeyan	68%	365
NSW/ACT	Canterbury/Bankstown	50%	614
NSW/ACT	Central Coast	46%	475
NSW/ACT	Central Western Sydney	47%	875
NSW/ACT	Chifley NSW	69%	53
NSW/ACT	Clarence	58%	58
NSW/ACT	Eastern Suburbs	61%	220
NSW/ACT	Eurobodalla	76%	88
NSW/ACT	Fairfield	46%	973
NSW/ACT	Far West	77%	59
NSW/ACT	Gwydir-Namoi	50%	96
NSW/ACT	Hastings	57%	104
NSW/ACT	Hunter	56%	189
NSW/ACT	Inner Sydney	43%	304
NSW/ACT	Inner Western Sydney	66%	288
NSW/ACT	Keepit	75%	121
NSW/ACT	Lachlan	45%	39
NSW/ACT	Liverpool	46%	750
NSW/ACT	Lower Hunter	56%	563
NSW/ACT	Lower South Coast	77%	117
NSW/ACT	Macarthur	50%	405
NSW/ACT	Macleay	40%	39
NSW/ACT	Manning	60%	244
NSW/ACT	Nepean	62%	543
NSW/ACT	New England	60%	129
NSW/ACT	North Coast	75%	264
NSW/ACT	Northern Sydney	54%	541
NSW/ACT	Orana	53%	130
NSW/ACT	Outer Western Sydney	48%	655
NSW/ACT	Patterson	61%	148
NSW/ACT	Richmond	52%	224
NSW/ACT	Shoalhaven	54%	213
NSW/ACT	Southern Ranges	68%	220
NSW/ACT	St George-Sutherland	49%	471
NSW/ACT	Sturt	52%	103
NSW/ACT	Tweed	36%	104
NSW/ACT	Upper Hunter	45%	67
NSW/ACT	Windamere	49%	55
NSW/ACT	Wollongong	59%	473

State/Territory	Employment Services Area (ESA)	Business Share of ESA for tender	Indicative Caseload
NT	Darwin	64%	195
QLD	Bundaberg	43%	140
QLD	Cairns	49%	312
QLD	Capricornia	58%	256
QLD	Fraser Coast	55%	202
QLD	Gladstone	50%	78
QLD	Gold Coast	44%	621
QLD	Gympie	43%	107
QLD	Ipswich	55%	460
QLD	Logan	43%	375
QLD	Mackay	72%	157
QLD	North Brisbane	65%	620
QLD	Outer North Brisbane	56%	430
QLD	South Brisbane	27%	260
QLD	Sunshine Coast	60%	688
QLD	Toowoomba	62%	423
QLD	Townsville	57%	174
QLD	Warwick	74%	138
QLD	Western Downs	50%	78
SA	Adelaide Hills	41%	86
SA	Eastern Adelaide	61%	270
SA	Kadina/Clare	68%	116
SA	Murraylands	67%	75
SA	North Country	76%	128
SA	Northern Adelaide	49%	1125
SA	Port Lincoln/Ceduna	67%	51
SA	Port Pirie	50%	75
SA	Riverland	40%	57
SA	South East	74%	164
SA	Southern Adelaide	57%	650
SA	Western Adelaide	53%	359
TAS	Hobart	64%	646
TAS	Launceston	63%	367
TAS	West and North West	54%	293

<b>State/Territory</b>	<b>Employment Services Area (ESA)</b>	<b>Business Share of ESA for tender</b>	<b>Indicative Caseload</b>
VIC	Bayside	57%	1404
VIC	Bendigo	30%	129
VIC	East Gippsland	54%	149
VIC	Eureka	54%	276
VIC	Geelong	38%	341
VIC	Goulburn Valley	50%	355
VIC	Hampden	75%	200
VIC	Kiewa	75%	193
VIC	Latrobe Valley	40%	205
VIC	Maroondah	43%	367
VIC	Mid Murray	76%	63
VIC	Monash	48%	329
VIC	Ovens	51%	128
VIC	Peninsula	34%	411
VIC	Plenty	49%	443
VIC	Sunraysia	75%	111
WA	Central and West Metro	64%	422
WA	Dale	77%	193
WA	East Metro	59%	368
WA	Goldfields/Esperance	77%	71
WA	Kimberley	100%	21
WA	Mid West and Gascoyne	65%	96
WA	North Metro	53%	547
WA	Southern	41%	133

## ATTACHMENT B

### Disability Employment Services - Disability Management Service DRAFT SELECTION CRITERIA

**Important note: The draft Selection Criteria are indicative only and are provided to industry for comment. As such, the Selection Criteria may change in the final RFT. Statements of Claim submitted in response to the RFT should be based on information in the final RFT, including the final Selection Criteria, and not on information contained in this Industry Information Paper.**

Information provided by tenderers that is additional to its response to the Selection Criteria set out below, including any attachments, will not be considered in the evaluation of the tenderer's bid.

#### **Criterion 1      Organisational strategies to deliver Disability Employment Services**

**Demonstrate your organisation's strategies to deliver the programme, including how your organisation's management and governance arrangements will drive performance and quality service delivery. (Weighting: 30 per cent)**

Note: Criterion 1 is only to be addressed once at the organisational level.

Your response should describe:

- your organisation's strategies to deliver integrated disability employment services to Participants and Employers. Your strategies should demonstrate your understanding of the challenges that people with disability face in seeking employment and also how your organisation will achieve, with available resources:
  - sustainable employment outcomes,
  - effective interventions,
  - training and skills development,
  - mentoring, and
  - Flexible Ongoing Support;
- how your organisation's governance arrangements, and accountability structures will drive performance and quality service delivery;
- your organisation's strategies to recruit, train and retain suitably qualified and experienced staff who have appropriate skills to work with a range of Participants with differing work capacity and capability due to their disability, and who have the skills to engage a range of Employers;
- your organisation's performance management and quality of service delivery strategy, including:
  - effective processes for identifying issues and mitigating risks that may affect service delivery,
  - effective processes to ensure contractual, legislative and legal compliance,
  - continuous improvement and innovative practices,



- appropriate customer service and complaints handling processes, and
- compliance against the Commonwealth's *National Standards for Disability Services*.

Your response should outline any major programme compliance issues your organisation has experienced in the delivery of Australian Government Programmes in the last 24 months and the strategies that your organisation has put in place to address those issues.

Your response should detail any industry standards against which your organisation is already accredited (in addition to the *National Standards for Disability Services*).

All DES-DMS providers, including consortium members or sub-contractors where relevant, are required to comply with the *National Standards for Disability Services* (which are made under the *Disability Services Act 1986 (Cth)*). Tenderers who do not hold certification against the *National Standards for Disability Services* must arrange certification within 12 months of a contract offer, if successful in the tender.

**(Response limit of 25 000 characters)**

## **Criterion 2      Past performance**

**Demonstrate experience and past performance in the delivery of Employment Assistance (or similar Services) and the achievement of sustainable Employment Outcomes, for people with disability. (Weighting: 40 per cent)**

**Note:** Criterion 2 is to be addressed at the ESA level for each ESA in which you are bidding for business. If your organisation is tendering to provide Specialist employment services, this Criterion is to be addressed at the ESA level for each of the Specialist Services you are bidding to provide in that ESA.

Your response should include, at the ESA level:

- your organisation's experience in delivering individualised employment services that are most relevant to people with disability, including your experience and achievements in:
  - providing tailored Employment Assistance to people with disability,
  - delivering sustainable quality employment outcomes for people with disability, and providing Flexible Ongoing Support where necessary, and
  - assisting people with disability to gain skills, work experience and training to address skills shortages and labour market needs;
- quantitative data to demonstrate your achievements and performance in delivering sustainable outcomes in programmes other than DES-DMS or DES-ESS and how this performance demonstrates your ability to deliver DES-DMS in this ESA.

Explanatory note for criterion 2

DSS is committed to ensuring equity in the tender process and consistent with the Commonwealth Procurement Rules (CPRs) will ensure that all potential suppliers are dealt with fairly and in a non-discriminatory manner. All tenderers, whether existing providers or not, have the same opportunity to provide a written response to the past performance Selection Criterion and to have their response evaluated in a consistent manner.

### **I. Existing Providers of DES–DMS**

Tenderers who are existing providers of DES–DMS and have a DES–DMS Star Rating at the ESA level are not required to respond to Criterion 2 but may choose to do so.

Existing providers of DES–DMS without any ESA level DES–DMS Star Rating are required to respond to Criterion 2 (see below at iv – All Other Tenderers).

Existing providers of DES–DMS are not required to provide referee contacts.

If you currently have a DES–DMS star percentage in the ESA for which you are tendering, this will be the basis for your evaluation score against this Criterion 2.

If you are not delivering DES–DMS in the ESA for which you are tendering, then your performance in all DES–DMS contracts in the same locality type (metro, regional or remote) will be considered for the purposes of determining the basis for your evaluation score. Otherwise, performance in all DES–DMS contracts nationally will be used for the purposes of determining the basis for your evaluation score.

In relation to Specialist Services, those tenderers who do not currently have a star percentage for the tendered Specialist Services in DES–DMS should provide evidence of past performance for this Specialist cohort in accordance with the requirements of this Criterion in their tender. It is recommended that you separately identify this evidence in your response to Criterion 2 by adding a ‘Specialist Performance’ heading.

### **II. Existing Providers of DES–ESS**

Tenderers who do not currently provide DES–DMS are required to respond to Criterion 2. This includes tenderers who deliver DES–ESS.

If you currently have a DES–ESS star percentage in the ESA, this will be the basis for your score against this Criterion. If you are not delivering DES–ESS in the tendered ESA then your performance in all DES–ESS contracts in the same locality type (metro, regional or remote) will be considered for the purposes of determining the basis for your evaluation score. Otherwise, performance in all DES–ESS contracts nationally will be used for the purposes of determining the basis for your evaluation score.

In relation to Specialist Services, those tenderers who do not currently have a star percentage for the tendered Specialist Services in DES–ESS should provide evidence of

past performance for this Specialist cohort in accordance with the elements of this Criterion in their tender. It is recommended that you separately identify this evidence in your response to Criterion 2 by adding a 'Specialist Performance' heading.

### **III. Existing Providers of Job Services Australia**

Tenderers who do not currently provide DES–DMS are required to respond to Criterion 2. This includes tenderers who deliver Job Services Australia (JSA).

If you currently have a JSA star percentage in the ESA, this will be the basis for your evaluation score against this Criterion. If you are not delivering JSA in the tendered ESA then your performance in all JSA contracts in the same locality type (metro, regional or remote) will be considered for the purposes of determining the basis for your evaluation score. Otherwise performance in all JSA contracts nationally will be used for the purposes of determining the basis for your evaluation score.

In recognition that the JSA program does not incorporate a component of Flexible Ongoing Support or necessarily a significant focus on people with disability, tenderers should include in their tenders a written response outlining other past performance in providing such services. It is recommended that in providing your response you have regard to the elements of this Criterion 2 and that you separately identify evidence of your past performance providing individualised employment services for people with disability. It is recommended that you separately identify this in your response to Criterion 2 under 'Flexible Ongoing Support' and 'People with Disability' headings.

In relation to Specialist Services, current JSA providers should provide evidence of past performance for this Specialist cohort in accordance with the elements of this Criterion 2 in their tender. It is recommended that you separately identify this evidence in your response to Criterion 2 by adding a 'Specialist Performance' heading.

### **IV. All Other Tenderers**

Tenderers who do not currently provide DES–DMS and are not referred to in items (i) to (iii) above are required to respond to Criterion 2.

The basis of your assessment and for determining an evaluation score for Criterion 2 will be your written response and your referee reports. You should address all the elements of Criterion 2, outlining your past performance in delivering individualised employment services for people with disability.

DES–DMS incorporates a significant focus on assisting and obtaining outcomes for people with disability. A written response outlining past performance in providing such services is required for all tenderers who do not have a current star percentage for either DES or JSA Services. It is recommended that you separately identify this evidence in your response to Criterion 2 under 'Flexible Ongoing Support' and 'People with

Disability' headings.

In relation to Specialist Services, tenderers should provide evidence of past performance for their tendered specialist client group in accordance with the elements of this Criterion in their tender. It is recommended that you separately identify this evidence in your response to Criterion 2 by adding a 'Specialist Performance' heading.

## **V. Additional Evidence and Performance Data**

Any available performance data held or obtained by DSS or DoE may be taken into account when assessing a tenderer's past performance. This includes any available information on any organisation that has submitted a tender, whether as a standalone tenderer, part of a tendering group, or as a subcontractor to another provider.

Any additional evidence provided by current DES or JSA providers should be in addition to data that tenderers are aware is held by DSS or DoE. The following additional evidence is unlikely to result in the adjustment of your assessment score.

- Claims of disadvantage caused by circumstances beyond your control, unless this can be substantiated by quantifiable data directly attributable to any relevant incident and showing long-term impacts. For example, analysis of the impact of significant natural disasters shows little correlation between these events and performance outcomes. For some providers, these events have resulted in increased performance outcomes due to the increased employment activity following the disasters. Factors relating to labour market disadvantage are included in the Star Rating calculations.
- Claims of increased performance over a shorter period particularly if this period is not the most recent performance history. DSS measures performance over the period of the contract to provide equitable assessment for all providers irrespective of their business model or the client cohort.
- Limited or minor claims of incorrect recording or recognition of outcomes for individual clients. DSS will only make adjustments where sufficient evidence of substantial claims of incorrect recording or recognition of outcomes is provided and proven, and adjustments will be limited to the assessed impact on performance relative to performance over the entire period of the contract.

## **VI. Referee Reports**

Tenderers who do not currently provide DES–DMS, DES–ESS or JSA should provide the names and contact details of two referees who would be able to provide concrete examples of your performance in delivering similar services, such as:

- previous clients who have attained and sustained employment
- Employers you have matched job seekers to, and
- training providers you have worked with.

DSS may, in its absolute discretion, contact persons, including referees, to verify claims.

**(Response limit of 15 000 characters per ESA)**

**Criterion 3      Local strategies for Employer and Participant engagement relevant to the ESA**

**Demonstrate local strategies and collaborative arrangements to achieve sustainable employment outcomes for people with disability and to support the workforce needs of Employers. (Weighting: 30 per cent)**

**Note:** Criterion 3 is to be addressed at the ESA level for each ESA you are bidding for business. Additionally, if your organisation is tendering to provide Specialist Services, this Criterion is to be addressed at the ESA level for the Specialist Services you are bidding to provide in that ESA. If your organisation is not currently delivering employment services in this ESA, you should demonstrate how you will translate your strategies in other services to the delivery of employment services in this ESA.

Your response should include, at the ESA level, how your organisation will:

- engage and provide people with disability with the best possible access to your Services, including details on the suitability, geographic coverage and accessibility of your premises;
- develop and use local labour market knowledge to meet the diverse needs of Participants and Employers in this ESA;
- provide pre-employment services, training, mentoring, Flexible Ongoing Support where required, and other services to assist people with disability get ready for work, find quality jobs and maintain sustainable open employment;
- work with Employers in the ESA to meet their labour needs and support individual Employers to maintain quality, sustainable open employment outcomes for people with disability;
- engage with community organisations and other stakeholders to support people with disability to achieve employment, educational or social outcomes. You should state the other organisations you will work with to deliver high quality outcomes in this ESA and provide details on how you will engage with them; and
- positively influence Employer and community perceptions and capability regarding the employment of people with disability in open employment.

**(Response limit of 25 000 characters per ESA)**

**Additional Criterion      Specialist Services**

Note: Only respond to this Criterion if you are tendering to deliver a Specialist Service. (If you are only tendering to deliver a Generalist Service you should disregard this Criterion and only respond to Selection Criteria 1 to 3).

The Specialist Services Criterion will be assessed on a pass/ fail basis. Once a demonstrated need for a particular Specialist Service in a particular ESA has been established through supporting evidence (i.e. the tenderer's response has been assessed

as a pass), DSS will continue assessment of the tenderer's claims against the Selection Criteria in relation to that Specialist Service bid.

If the tenderer does not demonstrate demand to DSS' satisfaction (i.e. the tenderer's response has been assessed as a fail), the tenderer's responses against the Selection Criteria in relation to the particular Specialist Services in the particular ESA will not be evaluated.

This Specialist Services Criterion is to be addressed at the ESA level for each ESA and for each Specialist Service you are bidding to provide.

Where a tenderer wishes to deliver DES–DMS to a particular category of job seeker, for example a particular disability type, then the need for such a Specialist must be established with supporting evidence. For example, DSS will consider whether a Specialist in the relevant ESA is likely to achieve an appropriate caseload, either through referral by Centrelink or direct registration that supports financial viability and attracts an ESA level Star Rating.

As responses to this Criterion focus on demonstrating and quantifying need, it is strongly recommended that tenderers refer to the information on the Labour Market Information Portal when preparing their bids.

**Demonstrate and quantify the need for the Specialist Service in the ESA, clearly identifying the Specialist client group to be assisted, and your organisation's ability to achieve employment outcomes with the Specialist group. (Weighting: Pass/Fail)**

Your response should include, at the ESA level:

- any available labour market and other demographic information quantifying the Specialist client group to be serviced;
- evidence to support the need to deliver Specialist Services to this client group and the viability of such a service;
- your knowledge of the client group, how you would deliver employment services to meet their specific needs, and links to Employers, training providers and other related specialised services for this client group; and
- how your service delivery strategies will offer better value for money and achieve greater outcomes for the specific client group, rather than servicing under a generalist services provider.

**(Response limit of 5 000 characters)**

**Note:** Tenderers should also ensure their responses to Selection Criteria 2 and 3 are specific to each Specialist client group for which they are tendering.