

Work for the Dole Coordinators services 2014-2015 Request for Tender Questions and Answers

Please note that questions and answers refer to material contained within the Request for Tender (RFT) and should be read in conjunction with that document. The RFT documentation can only be obtained from AusTender. You must register on AusTender for access to this documentation.

Enquiries regarding the RFT should also be directed to the Employment Services Purchasing Hotline which can be contacted on **1300 733 514** (9.00 am to 5.00 pm Canberra time, Monday to Friday, excluding ACT and national public holidays) or via email to espurchasing@employment.gov.au.

Below are responses to questions received in relation to the Work for the Dole Coordinators services 2014-2015 (WfD) Request for Tender (RFT).

Although we have broken the questions into subjects it is advisable that you use the Microsoft 'Find' function on this page to identify the specific information you are seeking i.e. Use 'Ctrl+F' to access this functionality.

Note: if a potential Tenderer had multiple questions, each of the questions may be separated under several headings.

Note 2 – there has been a minor adjustment to questions 5.2 and 5.3.

1. General

- 1.1. We are an unfunded employment provider working in the Liverpool and Fairfield LGA's. We would like more information and tender documents about the work for the dole coordinators tender and program. I cannot locate it on the AusTender Web site.**

The Work for the Dole Coordinators Services Request for Tender was released on 29 May 2014. You can download the tender documentation and further information on the tender process through the AusTender website, www.tenders.gov.au.

You can locate the Work for the Dole Coordinators Services Request for Tender by typing Work for the Dole in the 'Keyword' field in the 'Current ATM's' section of AusTender.

- 1.2. We are an employment service provider and would like to request further information regarding the commencement of Work for the Dole in our area, specifically when Tender information will be updated on the AusTender site.**

The Work for the Dole Coordinators Services Request for Tender was released on 29 May 2014. Further information on the tender process is available through the AusTender website, www.tenders.gov.au. More information will be made available by the Department of Employment to all affected employment service providers in the selected areas over the coming weeks, including the provision of detailed guidelines and advice.

1.3. I am currently Community Action Leader for the Better Futures Local Solutions program but that role ends on June 30, 2014. I am also aware that this role would be a good fit for the current LEC with whom I work closely with in the Goulburn Valley region, but is finishing at the same time to go into a business in her home town.

What is the process in being able to tender or apply for these positions? Will it be open to all, or only for those that are currently working in the Department?

Many areas identified as priority areas for the Work for the Dole have also been areas that have been serviced by Community Action Leaders under the Better Futures Local Solutions program. There are already people in the area that have strong networks, know the region and in some cases will have experienced some of the work for the dole participants in the current initiatives.

The 2014/2015 Work for the Dole Coordinator services Request for Tender (RFT) is an open tender. Any potential Tenderer that meets the Eligibility to Tender requirements set out in the RFT, is eligible to tender. The RFT is available on the AusTender website at www.tenders.gov.au.

1.4. Noting that there are 4000 job seekers in the region over 3 providers; could you outline the expectation in relation to the provision of WFD activities and within what time frames?

Chapter 2 of the RFT indicates the summary of services to be provided by Work for the Dole Coordinators from 1 July 2014 or as soon as possible thereafter to 30 June 2015. Targets for Work for the Dole coordinators will be set and negotiated with successful tenderers taking into account the characteristics of the selected area.

1.5. I have downloaded and read the tender information for your Work for the Dole program, and it would seem that our organisation would be a suitable host organisation. Can you provide me with more information about how placements and programs will be implemented and resourced? Our request for information is quite urgent, as the Council budget for 14/15 will be passed very soon, and we will need to put forth recommendations to council about the feasibility of becoming a host organisation.

The Work for the Dole 2014-15 programme which will commence from 1 July 2014. Work for the Dole Coordinators will not be in place until the tender process is completed. In the meantime, if you could send your details through to workforthedole1415@employment.gov.au the Department of Employment would be very pleased to get in contact with you with further detail as soon as practicable.

1.6. As the work experience consultant in the XXX ESA, I am looking to prepare for the new work for dole change on 1 July 2014. Could I be provided with additional information regarding the new Work for the Dole commencement in this area? This will give me a clearer understanding of the changes being made and to assist in the preparation of our organisation being ready.

More information will be made available by the Department of Employment to all affected employment service providers in the selected areas over the coming weeks, including the provision of detailed guidelines and advice.

1.7. I am an archaeologist, workplace trainer, media producer, and office and computer skills teacher. I have experience at delivering work for the dole and workplace training to long term unemployed.

I'm interested in becoming a host provider for a work for the dole project in the Upper Clarence area around Tabulam (1 hour west of Lismore). 75 - 100% of participants would be indigenous. I envision the project would be delivered under the umbrella of the Local Aboriginal Land Council (not for profit) or a local Employment provider (I am on good terms with all these organisations). I've read the tender docs for the Work for the Dole supervisor but they are not relevant to host providers.

Would you please provide information on how many placements we may be allowed to supervise, and what sort of remuneration you envisage per participant, so we can ascertain how many supervisors can practically become involved in the project.

The Work for the Dole 2014-15 programme which will commence from 1 July 2014. Work for the Dole Coordinators will not be in place until the tender process is completed. In the meantime, if you could send your details through to workforthedole1415@employment.gov.au the Department of Employment would be very pleased to get in contact with you with further detail as soon as practicable.

1.8. Please clarify the SA region "Northern Adelaide / Gawler? Are these regions Regional Development Australia Boundaries and if so does Gawler include the Barossa region?

The areas are based on the Employment Service Areas of Northern Adelaide (4NOA) and Gawler (4GAW). Maps of these areas are available at:
http://docs.employment.gov.au/system/files/doc/other/wfd1415_boundary_maps.pdf.

These areas do not appear to match with Regional Development Australia boundaries.

2. Activities

2.1. Please provide clarification on the definition of an individual activity as opposed to a group activity, in relation to Work for the Dole activities.

As stated at section 1.2 of the RFT, *'Work for the Dole Coordinators will be required to source [individual and group] Work for the Dole places and work with and enhance cooperation between host organisations and Job Services Australia providers to deliver an effective Work for the Dole Programme'*.

Section 28 of the draft Services Contract to the RFT makes clear that a **'Work for the Dole Place'** is a place within a Host Organisation in which the placement of an Eligible Job Seeker occurs:

- (a) in either individual-based or group-based Work for the Dole activities; and
- (b) for at least 26 weeks in each financial year, in accordance with any Guidelines.

It is anticipated that an individual-based Work for the Dole activity will involve the placement of a single job seeker with a host organisation, whilst a group-based Work for the Dole activity will involve the placement of more than one job seeker with a host organisation.

3. Compliance

3.1. Noting that JSAs and Host agencies are to have a direct relationship once the placements have been established, could you confirm the reporting requirements in relation to each individual's participation compliance? For example, if participants do not engage as required, who informs the JSA? Is it the WFD coordinator or the host?

The current job seeker compliance arrangements for Work for Dole will apply. It will continue to be the responsibility of the JSA provider to monitor job seekers participation, including having arrangements in place with the host organisation on reporting/identifying attendance of the participant at their activity as required.

4. Multiple providers

4.1. Could you please advise that for the regions where there are multiple WfD Co-ordinators are you looking for a single organisation to provide all co-ordinators or multiple suppliers?

The table at section 2.3.1 of the RFT indicates that in relation to some selected areas, more than one Work for the Dole Coordinator may be sought. However, section 2.3.1 of the RFT also makes clear that the Department reserves the right to alter the number of Work for the Dole Coordinators it is seeking.

The Department may determine, on the basis of any Tenders it receives for a particular selected area, that it is appropriate to engage either a single organisation, or multiple organisations to deliver the Work for the Dole Coordinator services in the selected area.

4.2. Our organisation seeks to apply for delivery in the Adelaide North/Gawler region. It has been indicated that approximately 3 providers will be appointed within this region. Could you confirm if all three providers will be required to service the entire Adelaide North/Gawler region or will sub regions be allocated?

The table at section 2.3.1 of the RFT indicates that in relation to some selected areas, more than one Work for the Dole Coordinator may be sought. However, section 2.3.1 of the RFT also makes clear that the Department reserves the right to alter the number of Work for the Dole Coordinators it is seeking.

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5. Specified Persons

5.1. Section 3 of Part C should be completed providing details of an individual. However when I move the cursor to this field, the pop up box refers to providing the registered or trading name. I'm seeking clarification – should it be an individual name or the trading name.

Please refer to Addendum 1 to resolve your issue.

5.2. With regards to the specified personnel can you confirm that this is the person to be the day-to-day contact with the department and not the Work for the Dole Co-ordinator?

In accordance with section 2.2 of the RFT, Tenderers must specify one or more persons in their organisation for each selected area, who will be the primary day-to-day contact for the Department (Specified Personnel). Consistent with Appendix A of the RFT, Specified Personnel are the person(s) specified by the Tenderer to be the day to day contact person for the Department in the area(s) tendered for by the Department.

Given this, it may make sense for the person(s) specified as Specified Personnel in the Tender Response Form, to be the person(s) to whom the Tenderer proposes will deliver the Work for the Dole Coordinator services. However, the Department notes that it is up to each Tenderer to put forward their own preferred arrangements for consideration.

5.3. I'm seeking clarification around the process for nominating a specified person as part of the tender for the Work for the Dole Coordinator Services.

Is the person nominated as the specified person expected to take up the role of Work for the Dole Coordinator if successful in the tender process? Or is the specified person the company contact for the employment services area until the Work for the Dole Coordinator is appointed?

I am seeking to confirm that we need to have a person appointed and designated for that role in our company should we be successful in tendering. Does this mean that we are not able to recruit a suitably qualified candidate for the position if we were to win business in an area?

In accordance with section 2.2 of the RFT, Tenderers must specify one or more persons in their organisation for each selected area, who will be the primary day-to-day contact for the Department (Specified Personnel).

Consistent with Appendix A of the RFT, Specified Personnel are the person(s) specified by the Tenderer to be the day to day contact person for the Department in the area(s) tendered for by the Department.

Given this, it may make sense for the person(s) specified as Specified Personnel in the Tender Response Form, to be the person(s) to whom the Tenderer proposes will deliver the Work for the Dole Coordinator services. However, the Department notes that it is up to each Tenderer to put forward their own preferred arrangements for consideration.

6. Jobseeker numbers

6.1. Can you confirm how the targets will be set for each Coordinator? We note significant variation in numbers of jobseekers in scope per co-ordinator – as high as 2700 for one person in the Logan ESA and as low as 900 in the Goulbourn ESA. Are you expecting that only a proportion of jobseekers in scope will commence in WfD and can you provide an indicative range of project places to allow workload and cost modelling to occur?

As stated at section 2.2 of the RFT, Targets will be set for securing places and in relation to the proportion between individual and group activities (for example 75 per cent individual places and 25 per cent group activities) depending on the nature and geography of the selected area. It is anticipated that specific targets will be set and negotiated with successful Tenderers bearing in mind the characteristics of the particular selected area.

To assist Tenderers in understanding the characteristics of a particular selected area, the table at section 2.3.1 of the RFT is intended to provide Tenderers with an indication of the number of job seekers which the Department is currently anticipating may require a Work for the Dole place in each selected area. Note, however, that section 2.3.1 of the RFT makes clear that these numbers are estimates only.

7. Funding

7.1. In the case that additional funding is available for activity related costs, could you provide some clarification about how invoicing is to occur between host agencies, JSA's and the WFD coordinator in relation to activity and placement costs?

The guidelines for the new arrangements are currently being finalised and will be published shortly. Training for JSA providers will also be provided in due course.