

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

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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](mailto: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](http://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](http://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](http://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](mailto: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](mailto: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](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.

**1.9. When the Guidelines for the Work for the Dole Coordinator services will be available?**

The Work for the Dole Programme 2014-15 Guidelines will be made available prior to the commencement of the Services Contract.

**1.10. Will there be an information session or a webinar in regard to the WfD RFT?**

There will not be an information session or webinar in relation to the Request for Tender for Work for the Dole Coordinator services in the selected areas.

A webinar will be arranged for affected Job Services Australia providers in the selected areas after the Request for Tender is closed.

**1.11. Can you provide any clarification about how many placements coordinators would be expected to offer over the contract period? There is mention of targets ('any targets, as notified by the Department') and there is an indication of the number of job seekers in scope for the programme but nothing more.**

Targets for Work for the Dole coordinators will be set with successful tenderers taking into account the characteristics of the selected area.

**1.12. Can you please explain why there is a different value to the operating budget for the Work for the Dole tender to the operating cost outlined in the Budget? i.e. Tender \$220,000, Budget \$300,000. Although they appear to have different titles I am assuming they are the same role. If however, they are different, then will there be another Work for the Dole tender announced to ensure the government's budget commitment they announced is honoured?**

As detailed in 2.4.1 of the Request for Tender, the contract value for each Work for the Dole Coordinator will be \$220,000 per annum (including GST).

A separate operating budget will be held and managed by the Department of Employment.

**1.13. There is no reference in the RFT about supporting attachments relevant to the Criteria. Are we able to attach supporting documentation?**

Chapter 4 of the RFT outlines the arrangements for the Work for the Dole Coordinators services request for Tender process, with section 4.1 detailing the response to the evaluation criteria.

In applying for business under this Request for Tender, Tenderers must address the evaluation criteria set out below using Part C of the Tender Response Forms – Specified Person/Evaluation Criteria which must be downloaded from AusTender. Evaluation criteria have set character limits which include punctuation marks and spaces. The Part C – Specified Person/Evaluation Criteria form will only allow the set character limits, and Tenderer’s responses will be cut off if they attempt to submit more than the set limit.

Tenderers should not include hyperlinks in their responses. Information via hyperlink will not be considered in the evaluation process.

A separate Part C – Specified Person/Evaluation Criteria form should be completed for each selected area in which the Tenderer is bidding to provide Work for the Dole Coordinators services.

The Department of Employment will not accept any supporting documents submitted with their tender response on AusTender with the exception of those requested at section 3.6.3 of the WfD RFT. These are:

- Part A Tender Declaration
- Part B Tender Information
- Part C Specified Person/Evaluation Criteria

All Tenderers must submit a completed Financial and Credentials Information Form and provide the most relevant financial information as described in the form.

In addition section 3.10.3 of the RFT states:

Tendering Group

If tendering as a Tendering Group, each member of the Tendering Group, including the lead member, must complete a separate Financial and Credentials Information Form and should provide supporting documentation relevant to their organisation. Copies of relevant deeds or contracts regulating the Tendering Group, including deeds of cross-guarantee, deeds of partnership, constitutions, shareholders’ agreements and the like should also be provided.

Subcontractors

If Tenderers wish to engage a subcontractor to perform part of the Services, each subcontractor must complete a separate Subcontractor Credentials Information Form and should provide supporting documentation relevant to their organisation. The subcontractor must authorise the Department to undertake certain checks that involve the disclosing of personal information to other agencies and organisations, including the Tenderer.

**1.14. We have just perused the RFT for WFD in selected areas and noticed that NT is not included – can you please provide me with more information i.e. when will the WFD program be available in the NT? Have you already chosen your service coordinators?**

The Work for the Dole 2014-15 programme applies to eligible job seekers attached to Job Services Australia providers. The Northern Territory is serviced through the Remote Jobs and Communities Programme (RJCP). This programme integrates employment and community-development services in 60 remote regions, for both Indigenous and non-Indigenous Australians, including the Northern Territory.

**1.15. Can a Coordinator be both a Coordinator and a host?**

A successful tenderer for the Work for the Dole Coordinators services may be a host if they meet the criteria.

**1.16. Would it be possible for me to speak to someone in person in Alice Springs or wherever you have staff that can assist?**

The Work for the Dole 2014-15 programme applies to eligible job seekers attached to Job Services Australia providers. The Northern Territory is serviced through the Remote Jobs and Communities Programme (RJCP). This programme integrates employment and community-development services in 60 remote regions, for both Indigenous and non-Indigenous Australians, including the Northern Territory.

**1.17. Is the WfD tender in the 18 identified areas currently open to for profit organisations or non-profit only organisations?**

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](http://www.tenders.gov.au).

**1.18. Are tenderers able to be a referee for other tenderers in the same region/area?**

This is a decision for the Tenderer.

In accordance with clause 3.7.1 of the RFT, where a tenderer considers that a conflict of interest exists or might arise in relation to the evaluation of Tenders as part of this Tender process of the Tenderer conducting services under the draft Services Contract, the Tenderer must identify the actual or potential conflict of interest.

**1.19. We currently sub-contract to two JSA agencies to deliver Work for the Dole services in the Maroondah area. I would like information of what the changes will be to WfD in the future and of the prospects of our organisation becoming a coordinator. May I also request a meeting with one of your team in Melbourne to discuss the changes and how we may be best placed to apply when the time comes to be a coordinator?**

As indicated at clause 3.8.1 of the RFT information on the selected areas is available at [www.employment.gov.au/work-dole-selected-areas](http://www.employment.gov.au/work-dole-selected-areas). Further labour information can be found at the Labour Market Information Portal (LMIP), [www.employment.gov.au/lmip](http://www.employment.gov.au/lmip)

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

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](http://www.tenders.gov.au)

As stated in Chapter 3, clause 3.3 the Department is committed to ensuring that this process is fair and transparent. To do this, it is important that the process is subject to appropriate scrutiny and that all requirements published by the Department are followed. Appendix B outlines the Communications Protocol the RFT process including contact with the Department. During the Work for the Dole Coordinators services 2014-2015 Request for Tender the Department will not enter into discussions or otherwise engage in any activity with Tenderers, or such persons with an interest in the Work for the Dole Coordinators service 20014-2015 Request for Tender process, where this could be perceived as influencing the operation of the Work for the Dole Coordinator services 2014-2015 Request for Tender process.

## 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.

### **2.2. The definition/difference between individual activities and group activities for Work for the Dole.**

An individual Work for the Dole activity is one set up to be undertaken by a single participant with a host organisation, whilst a group-based Work for the Dole activity are projects that require participants to carry out tasks as part of a specific group project.

## 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.

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.

**4.3. Can you please confirm if where an area has been nominated to have multiple coordinators, if the Department expects to contract one provider for the three coordinators or multiple services providers?**

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. For an area with more than one Coordinator, an organisation can put in an application for the area rather than for each Coordinator position.

It is possible that an organisation may employ more than one Coordinator. 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.

**4.4. In the Westgate area, the indication is for three Coordinators. Would one provider have all the coordinator positions or would they be associated with separate providers?**

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.

## 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.

**5.4. In the RFT Page 4 you identify that "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)....Specified Personnel must be located in the selected area and will remain so for the contract period.**

**My question is: If the Department is seeking only ONE WfD Coordinator over TWO selected areas (e.g. Bundaberg and Fraser Coast) then the requirement that the Specified Personnel must be located in each of the selected areas is potentially a logistical issue if we want to identify a Senior Manager and Program Manager responsible for management of Contract Compliance and Delivery outcomes across both regions, both currently located in Bundaberg but with capacity to travel across both regions in a management role. A Host Placement**

**Broker (to be recruited) would be located in the Fraser Coast selected area, but we wouldn't see this person as Specified Personnel responsible for contract management and direct interaction with the Department.**

**Is this a literal requirement that we must have ONE Specified Personnel located in Fraser Coast and ONE Specified Personnel located in Bundaberg region? If that is the case, and we plan to recruit a qualified and experienced person with ability to deliver this service in the Fraser Coast, we would not be in a position to identify a particular person for that "selected area" at this point in time.**

In accordance with section 2.2 of the RFT, Tenderers must specify one or more persons for each selected area.

As detailed at section 2.3.1 the Department has indicated that it is likely to seek one Work for the Dole Coordinator for the Bundaberg/Fraser Coast selected area, therefore just one Specified Person is required.

In completing Part C Specified Person/Evaluation Criteria, Question 2 (Selected Area Bidding), the form should be completed once for the selected area of Bundaberg/Fraser Coast. It should be noted however, that the Department reserves the right to alter the number of Work for the Dole Coordinators it is seeking.

## 6. Job seeker 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.

**7.2. The RFT at 2.4.1 states 'The Services Contract value for each Work for the Dole Coordinator will be \$220,000 per annum (including GST). This amount will include all operating costs'. However, the Draft Services Contract states at AA. Fees (clause 3) 'Subject to this contract,**

**the total fee payable for the Services, for each Work for the Dole Selected Area, is \$220,000 inclusive of GST, and is payable in the instalments in Table 1: Fee for Services within 14 days of:**

- a) receipt of a correctly rendered invoice for each instalment, and**
- b) acceptance by Us of the Reports required under item B.5 of Schedule 1'.**

**Given that the table at page 4 of the RFT shows some areas with more than one coordinator the second statement suggests that in these areas the \$220,000 is divided among the number of coordinators. Can you clarify this point please?**

The Services Contract value for each Work for the Dole Coordinator will be \$220,000 per annum (GST inclusive). This amount will include all operating costs. If the Department chooses to contract more than one Work for the Dole coordinator per area, each contract value will be \$220,000 per annum (GST inclusive).

The draft Services Contract is a draft only to provide general guidance for the purpose of the tender process.

**7.3. Could you confirm if there is additional funding to support host agencies with placements to cover costs such as site training, WHS expenses, activity materials costs etc**

Section 2.4.1 of the RFT states 'The Services Contract value for each Work for the Dole Coordinator will be \$220,000 per annum (including GST). This amount will include all operating costs.'

## **8. Forms**

**8.1. Can you please clarify if Part C, 2.3 of the form is a compliance question regarding legal association with a JSA provider or a statement regarding working relationships with JSA provider where there is no legal business connection?**

Part C Specified Person/Evaluation Criteria, Section 2.3 states:

2.3 Is the tendering Organisation/Individual an existing Job Services Australia provider, or in any way associated with a Job Services Australia provider in this Selected Area? Yes / No

This question is not a compliance question but is intended to provide the Department with information on the type of organisation or individual tendering.

If the response is yes the tenderer is requested to provide details (max 500 characters).

**8.2. For Northern Adelaide (4NAO) & Gawler (4GAW) region where there are three coordinator roles if we wish to apply for all three do we need to lodge three Tenders or do we lodge one tender explaining that it is for the three coordinators roles?**

As stated in section 2.1 of **Part C Specified Person/Evaluation Criteria** of the RFT only one tender is required for each selected area. At Section 3 of **Part C Specified Person/Evaluation Criteria** details of the specified person(s) should be included.

**8.3. Can we subcontract for part (4GAW) of one coordinator role? If so, how do we explain that?**

Section 2.2 of **Part C Specified Person/Evaluation Criteria** of the RFT asks "Does the tendering Organisation, Individual intend to use Subcontractor/s in this selected area? If the answer is yes the Department may seek further details from the Tenderer.

**8.4. Does the character limit stated for each question in the Work for the Dole RFT forms include spaces or exclude spaces?**

As stated in section 4.1 of the Request for Tender, 'Evaluation criteria have set character limits which include punctuation marks and spaces. The Part C – Specified Person/Evaluation Criteria form will only allow the set character limits, and Tenderer's responses will be cut off if they attempt to submit more than the set limit'.