

Frequently Asked Questions
Request for Tender
for
Entrepreneurship Facilitator Services
2019–2022

Employment Services Purchasing

21 August 2018

Commonwealth of Australia 2018

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Document history

Date	Comments
30 July 2018	Initial release
21 August 2018	Updated FAQs - 3.6 and 7.2 Added FAQs - 1.6, 3.7 and 4.2

Contact details

The [Employment Services Purchasing Hotline](mailto:espurchasing@jobs.gov.au) (espurchasing@jobs.gov.au) (the Hotline) is the primary means of contact during the Request for Tender for Entrepreneurship Facilitator Services 2019–2022 (RFT) process.

Questions and requests for clarification about this RFT can be submitted by:

- Email: [Employment Services Purchasing Hotline](mailto:espurchasing@jobs.gov.au) (espurchasing@jobs.gov.au)
- Phone: 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays).

Requests for information or clarification

All requests for information or clarification must be submitted to the Hotline before 5.00 pm (AEST) 17 August 2018. There will be no obligation on the Department of Jobs and Small Business (the department) to answer questions received after this time.

The Hotline cannot provide interpretation or advice to a Respondent on how to respond to the requirements set out in the RFT, or provide information that is not contained in the RFT, unless that information is publicly available.

Please note that any question or request for clarification about this process that is not available publicly will need to be answered via email.

The department will determine what, if any, response should be given to a Respondent's question or request for clarification and may publish these responses on the [Employment Services Purchasing Information](http://www.jobs.gov.au/purchasing) website (www.jobs.gov.au/purchasing).

Responses will be published without disclosing the source of the questions or revealing any confidential information about Respondents.

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1. Entrepreneurship Facilitator Services

1.1. What are Entrepreneurship Facilitators?

Entrepreneurship Facilitators (Facilitators) provide practical assistance to support and encourage individuals to start and run their own business.

The new Facilitators will:

- provide free mentoring and business support to people looking to start or grow their own business
- engage with relevant community organisations to increase community awareness of the opportunities available through self-employment
- refer Clients to the most appropriate assistance available to them in the area, such as the New Business Assistance with the New Enterprise Incentive Scheme (NEIS).

1.2. What is the target client group for the 20 new Entrepreneurship Facilitators?

All people looking to start or grow their own business, regardless of their age will be able to access entrepreneurial assistance through the new Facilitators.

The 20 new Facilitators will focus on supporting mature age Australians, including those at risk of unemployment due to structural changes in the economy, to consider entrepreneurship and self-employment opportunities.

1.3. What types of services do Entrepreneurship Facilitators provide?

Entrepreneurship Facilitator Services will include, but are not limited to:

- Promoting and encouraging entrepreneurship for all individuals in the Entrepreneurship Facilitator Location (EFL), with a particular focus on mature age Australians (including those at risk of unemployment due to structural changes in the economy). This could include providing information and advice about entrepreneurship and engaging with relevant stakeholders to increase community awareness of entrepreneurship as an alternative pathway to employment.
- Providing tailored mentoring and assistance to Clients who are interested in starting or growing their own business, with a particular focus on mature age Australians. This could include facilitating interactive engagements to provide information and advice (such as workshops and networking events) and providing mentoring assistance and advice (either directly or through a mentoring network).
- Linking and referring Clients to appropriate services to help them start and run their own business. This could include referrals to Australian Government and state and territory government programs and services (such as New Business Assistance with NEIS), accelerator and incubator services, or non-government funding and support.

Section 2.2.2 of the Request for Tender (RFT) provides more information.

1.4. How many Entrepreneurship Facilitators will be appointed through this procurement?

The department will appoint Facilitators in 20 EFLs.

This is in addition to the three existing Facilitators appointed in December 2016 as part of the Youth Employment Package. These existing Facilitators will continue to provide entrepreneurial services and support with a focus on young Australians.

1.5. Do Respondents need to know about the local entrepreneurial environment?

Respondents and their Specified Personnel must have a strong understanding of the local entrepreneurial environment in their EFL. This includes knowledge of local entrepreneurial and small business stakeholders, economic activity, business conditions, the labour market, geographical issues, and other support services (including any gaps in those services).

1.6. Does the Specified Personnel have to live in the EFL or relocate to the EFL?

No. The Respondent must nominate a Specified Personnel to undertake the work and act as the Entrepreneurship Facilitator who is very familiar with the EFL to perform the role of the Entrepreneurship Facilitator for the entire term of the Deed.

1.7. What is an entrepreneurship ecosystem?

An entrepreneurship ecosystem is the interaction between stakeholders, support services, economic and business conditions, and people seeking support to start and run their own business within the EFL.

The Facilitator will engage with stakeholders and help them to develop the local entrepreneurship community. This includes improving connections between:

- local entrepreneurial and small business stakeholders
- relevant support services (such as co-working spaces, incubators, and providers of government and non-government programs)
- local government representatives
- people seeking help to start and run their own business.

1.8. Who is the Specified Personnel?

The Specified Personnel is the person nominated by the Respondent as the proposed Facilitator to deliver services in the EFL.

Chapter 3 and Appendix G of the RFT provide more information.

2. Delivery areas and service coverage

2.1. In what locations will Entrepreneurship Facilitator Services be delivered?

Section 2.3 of the RFT lists the 20 EFLs. Appendix D of the RFT includes maps of these EFLs.

2.2. How many Entrepreneurship Facilitators will operate in each Entrepreneurship Facilitator Location (EFL)?

The department will engage one person (or job-share single person equivalent) to provide Entrepreneurship Facilitator Services in each EFL.

2.3. What is the department's expectation for service coverage of the four regions with two Entrepreneurship Facilitator Locations (EFLs)?

There are four regions with two EFLs. These regions are:

- Melbourne — South East (Dandenong EFL and Pakenham EFL)
- Richmond — Tweed (Ballina EFL and Tweed Heads EFL)
- Sydney — South West (Liverpool EFL and Campbelltown EFL)
- Wide Bay (Gympie EFL and Bundaberg EFL).

In these regions, each Facilitator will be required to service their contracted EFL, which includes but is not limited to, the centres detailed in Appendix D of the RFT.

The department expects that Entrepreneurship Facilitators appointed in these regions will work collaboratively to ensure full coverage of the region, as shown in Appendix D of the RFT.

Each Facilitator will prepare a Work Plan for their contracted EFL. In regions with two EFLs, each Facilitator must also include a section detailing how they will work with the Facilitator in the neighbouring EFL. This servicing strategy will be jointly developed by the Facilitators and will outline how the Facilitators will:

- work together to ensure coverage of services throughout the region
- avoid duplication of services.

The strategies will be reviewed by the department and will form part of the basis of approval for each Facilitator's Work Plan.

2.4. Will Entrepreneurship Facilitators need to deliver services to the entire Entrepreneurship Facilitator Location (EFL)?

Yes. The Entrepreneurship Facilitator is expected to provide services across the entire EFL. Maps of the EFLs are provided in Appendix D of the RFT.

3. Procurement process/organisation eligibility

3.1. How will the new Entrepreneurship Facilitators be selected?

The department will select the Entrepreneurship Facilitators through a competitive tender process.

There is more information about the process in the RFT, available through [AusTender](https://www.tenders.gov.au) at [tenders.gov.au](https://www.tenders.gov.au).

3.2. What types of organisations are eligible to apply?

Sole Traders, organisations and Group Respondents (including Consortiums, Joint Ventures, Partnerships and other types of alliances) are eligible to apply. Subcontracting arrangements will also be considered.

The Respondent must nominate a Specified Personnel (or, in the case of a job share arrangement, more than one Specified Personnel), to deliver services on a full-time basis. Refer to question 1.7 in this document for further details about Specified Personnel and question 3.4 about job share considerations.

Chapter 4 of the RFT provides more information.

3.3. Will Australian Government service providers (including jobactive providers) be eligible to apply?

Subject to meeting the eligibility requirements as outlined in Chapter 4 of the RFT, Australian Government service providers and their related entities are eligible to submit a response. They, along with all other Respondents, must outline how they will address any real or perceived conflict of interest issues.

Section 6.3.4 of the RFT provides more information.

3.4. If I want to job share the Entrepreneurship Facilitator role in one Entrepreneurship Facilitator Location (EFL), am I eligible to apply?

Chapter 4 of the RFT outlines the types of sole traders or organisations that are eligible to apply. Job share arrangements may be considered on a case-by-case basis.

Respondents may propose a job share arrangement with two Specified Personnel servicing one EFL. In this situation, the Respondent must clearly outline in their response the proposed job share

arrangement, and confirm that their Specified Personnel are available to begin delivering services in the required timeframe. The Respondent must submit a separate Specified Personnel form (available from 360Pro) for each Specified Personnel.

Sole traders who wish to apply for a job share arrangement and who are not being nominated by a Respondent organisation should refer to section 4.3 of the RFT, which permits responses submitted by a Group Respondent.

For the purposes of section 4.3, Sole Traders may be considered as members of a Group Respondent; one sole trader must be appointed as the lead member to lodge the response on behalf of all members of the Group. The lead member must complete and submit a Group Respondents' Form in 360Pro on behalf of the Group, and must otherwise be authorised to negotiate, act on behalf of, and contractually bind all members of the Group. The lead member must also submit a separate Specified Personnel(s) Form in 360Pro for each Specified Personnel.

3.5. When will Specified Personnel be interviewed?

As outlined in section 3.1 of the RFT, the department will interview the Specified Personnel of shortlisted Respondents. The Specified Personnel must be available to participate in the interview. Interviews are scheduled for October 2018.

3.6. What happens if the Specified Personnel changes prior to or following execution of the Deed?

The department recognises that from time to time there may be organisational movements which result in changes to Specified Personnel.

If the Specified Personnel becomes unavailable in the period between the interview and the execution of the Entrepreneurship Facilitators Deed 2019-2022 (Deed) the department may exercise its right to undertake a gap filling exercise as detailed in the Section 5.3 of the RFT. Section 6.4.3 of the RFT details what the department considers a material change in the Respondent's application.

Following the execution of the Deed, the Respondent must immediately notify the department if the Specified Personnel are unable to provide the services outlined in the Deed. Respondents will be responsible for identifying an alternative Specified Personnel to deliver the services outlined in the Deed. The department, at its absolute discretion, will be responsible for approving any changes to the Specified Personnel.

3.7. Can a Respondent apply for other funding provided by other government departments and agencies?

The Department of Jobs and Small Business does not want to discourage responses from Respondents that receive other public sector funding. However, as outlined in section 7.2.5 of the Request for Tender (RFT), each Respondent is asked to declare (using the Double Funding Form) any actual or potential contractual relationships with public funding bodies (Australian, state, territory or local government) under which it may be entitled to a fee for the provision of the same or similar services prior to a Deed being finalised. This includes details of the controls and arrangements it intends to put in place to ensure separation of claims, receipts and fees from different public funding sources. Where the department becomes aware that a Respondent has failed to disclose actual or potential contractual relationships with public funding bodies as described above, the department may exclude its response from further consideration in the evaluation process.

4. Delivery

4.1. How will Entrepreneurship Facilitators interact with Employment Services Providers?

Entrepreneurship Facilitators will be required to engage with a range of relevant stakeholders, including Employment Services Providers, such as jobactive and NEIS providers. Strong relationships

with Employment Services Providers will ensure clients receive joined-up services appropriate to their needs.

As stated in question 3.3 of this document, any Australian Government service providers (including jobactive and NEIS providers) submitting a response must specify how they will address any real or perceived conflict of interest in delivering Entrepreneurship Facilitator Services if they are successful.

4.2. Can a Provider deliver services from an office located on the first floor of a building that has no lift? If not, can the Provider meet clients with accessibility requirements at an alternative premises?

No. Providers must ensure that all Sites are accessible. Refer to clause 5.2 of the draft Deed (Appendix G to the RFT).

4.3. What is the New Business Assistance with NEIS?

The Australian Government funds the New Business Assistance with NEIS to help people start their own business. The program provides accredited training, business mentoring and support and, for eligible people, income support for up to 39 weeks.

The department expects Entrepreneurship Facilitators to work closely with NEIS providers to help people start their own business in the EFL. Respondents can find NEIS providers in their local area on the [jobactive website](http://www.jobsearch.gov.au/serviceproviders) (www.jobsearch.gov.au/serviceproviders).

4.4. How is the work of Entrepreneurship Facilitators different to New Business Assistance with NEIS?

Facilitators will promote self-employment in the relevant EFL. Facilitators provide mentoring and assistance to individuals interested in starting and growing their own business, including referring Clients to local support services and programs such as the New Business Assistance with NEIS.

Facilitators and NEIS providers will provide complementary services. Facilitators will refer individuals who may meet the NEIS eligibility requirements to NEIS providers. NEIS providers may refer individuals to the Facilitator if they need more support before undertaking the New Business Assistance with NEIS or if they do not meet NEIS eligibility requirements.

5. Payments

5.1. What are the payment arrangements?

The RFT has a fixed price arrangement of \$149,050 in 2018–19 and \$268,400 per financial year from 2019–20 to 2021–22, inclusive of the goods and services tax (GST). The department expects that payments will cover all the necessary costs for each Entrepreneurship Facilitator as outlined in section 2.4.2 of the RFT.

Payment for the services will be made as a combination of a sign on payment, annual Work Plan fees and quarterly service fees. Section 2.4.1 of the RFT contains details of the payment schedule.

5.2. When will payments be made?

The department will pay a sign-on fee upon execution of the Deed, quarterly service fees subject to satisfactory performance, and an annual Work Plan fee subject to the department's approval. These payments will be made 30 calendar days after the department receives a tax invoice from the Facilitator.

The department reserves the right to reduce or withhold payments in the case of underperformance by the Entrepreneurship Facilitator, as set out in the Entrepreneurship Facilitator Services Deed 2019–2022.

Section 2.4 of the RFT provides more information.

5.3. Are there any restrictions on how the payment is spent?

Payments made to Facilitators cover all costs, including:

- all taxes (including GST)
- charges
- allowances
- event management
- catering
- office hire
- travel within the EFL
- one multi-day trip to Canberra (or other location to be advised by the department) per year to attend an annual Entrepreneurship Facilitator conference.

6. Quality and Performance

6.1. What is a Work Plan?

Work Plans detail how services will be delivered in each EFL.

Each Entrepreneurship Facilitator will need to submit a Work Plan approved by the department. Respondents will need to submit their first Work Plan to the department by 31 January 2019.

The department expects successful Respondents to include all commitments listed in their response to the selection criteria in their Work Plan.

Section 2.2.3 of the RFT provides more information.

6.2. How will the performance of Entrepreneurship Facilitators be assessed?

The department will assess the delivery of Entrepreneurship Facilitator Services against the Performance Framework to ensure the effectiveness, efficiency and quality of service delivery.

The Performance Framework will include two components:

- Effectiveness and efficiency — the level of compliance with the approved Work Plan, including delivery of commitments within relevant timeframes.
- Quality — level of client and stakeholder satisfaction with the services received from the Entrepreneurship Facilitator.

Facilitators will be assessed against the requirements outlined in section 2.5 of the RFT and the Entrepreneurship Facilitators Deed 2019–2022.

7. Contracting

7.1. What is the duration of the Deed?

Successful Respondents will be offered an Entrepreneurship Facilitators Deed 2019–2022. The Deed period will commence once the Deed has been executed by the department and the Facilitator.

Facilitators will deliver Entrepreneurship Facilitator Services from 2 January 2019 until 30 June 2022.

7.2. Will partnerships/consortia arrangements be considered?

Yes. A Group Respondent is a group of two or more entities however constituted which have responded to the RFT and includes a Consortium, Joint Venture, Partnership or some other form of

alliance. Arrangements for consideration for Group Respondents are included in Chapter 4 of the RFT.

7.3. Would I be able to subcontract delivery of the Entrepreneurship Facilitator Services?

Yes. Respondents must indicate in their response if they intend to subcontract Entrepreneurship Facilitator Services. If a Respondent wishes to engage a subcontractor to conduct any or all of their proposed activities, details of the proposed subcontracting arrangements — including the skills and experience of their Specified Personnel — must be provided in their response.

Providers will remain responsible for the provision and quality of Entrepreneurship Facilitator Services they subcontract. Providers must also ensure that all subcontractors comply with the requirements set out in any contract they enter into with the government. Chapter 4 of the RFT includes more information about subcontracting.

7.4. What happens if no one bids to deliver Entrepreneurship Facilitator Services in an Entrepreneurship Facilitator Location (EFL)?

If the Request for Tender process fails to identify a suitable Facilitator in one or more EFLs, the department may consider any number of options to obtain the service coverage, including, without limitation:

- a limited tender process
- offering business to other Respondents, successful or otherwise, including through a limited tender process.

At the discretion of the department, Respondents may be approached to provide additional services from time to time, as and when agreed with the department. Respondents are under no obligation to accept any request for additional services made by the department.

8. The Lodgement process

8.1. How do I lodge a response?

Responses must be lodged electronically through 360Pro by 12.00 pm on 24 August 2018 (AEST) in accordance with the RFT. Responses submitted by any other means, (including by hand, courier, post, facsimile or email) may not be accepted. Chapter 7 of the RFT includes detailed instructions on how to submit responses.

8.2. What is 360Pro?

The department uses a tool called 360Pro for the submission of responses. 360Pro allows potential Respondents to download relevant documents relating to the Entrepreneurship Facilitator Services purchasing process and upload their response. Respondents can access [360Pro](http://360Pro.tinyurl.com/360Pro-employment) at tinyurl.com/360Pro-employment.

Respondents should register with 360Pro, and read the reference guide in the 'Supporting Documents' section of 360Pro.

8.3. Will it be possible to include attachments to submissions to the RFT and see that they are attached?

The department will not accept any attachments unless they were specifically requested, such as up to two signed Referee Endorsements. Chapter 7 of the RFT includes detailed instructions about how to submit a response.

8.4. How will I be made aware of any changes to the RFT?

If the department amends the RFT — including its terms, requirements or the process referred to in the RFT prior to the closing date and time — the department will publish an Addenda in 360Pro. Only potential Respondents who have registered with 360Pro for this purchasing process will be given details of any alteration, correction or notice in relation to the RFT.

9. Competing entities

9.1. Can an organisation respond as part of a group (including a consortium) and also in its own right in the same Entrepreneurship Facilitator Location (EFL)?

No. Where a Respondent retains its legal identity as a member of a Group Respondent, the Respondent cannot submit an alternative individual response for an EFL in which it has otherwise responded as part of the Group Respondent.

9.2. Can a subcontractor be nominated by more than one Respondent to provide Entrepreneurship Facilitator Services in the same Entrepreneurship Facilitator Location (EFL)?

Yes. A subcontractor may be nominated as part of a response by one or more Respondents for the same EFL. A nominated subcontractor may also respond in its own right for the same EFL.

9.3. Can a Respondent or Specified Personnel submit multiple responses to the Request for Tender in the same Entrepreneurship Facilitator Location (EFL)?

No. A Respondent and/or Specified Personnel cannot compete against itself within a single EFL by submitting alternative or multiple responses.

10. Communication

10.1. Who do I contact if I have a question about the procurement process?

Any questions about the process or services covered by the purchasing exercise should be lodged through the Employment Services Purchasing Hotline by emailing espurchasing@jobs.gov.au or by calling 1300 733 514.

More information relating to this procurement exercise can be found on the [department's website](https://www.jobs.gov.au/purchasing) at [jobs.gov.au/purchasing](https://www.jobs.gov.au/purchasing).

10.2. Who do I contact if I want to lodge a complaint?

The department has a complaints handling process in place for purchasing exercises. Purchasing exercises require, as is appropriate, involvement of senior management and officials independent of the process. Consistent with these requirements, persons with any concerns about the probity or integrity of the response process can raise these with the department's internal legal adviser, Luke de Jong, at luke.dejong@jobs.gov.au. Where appropriate, Mr de Jong may refer enquiries to the external Probity Adviser. The external Probity Adviser is the law firm, Maddocks.