



Australian Government
Department of Finance

ADDENDUM NUMBER 9 – FIN/PP03/23Phase3
PEOPLE PANEL PROFESSIONAL CONTRACTOR SERVICES

Date of Issue for this Addendum: 9 December 2024

This Addendum is issued in accordance with paragraph 5.2 of the Request for Tender (RFT).

This Addendum 9 provides:

- responses to questions raised by prospective Tenderers

RFT questions and responses

Question 1	
Question	<p>Professional Contractor Corporate Services Category</p> <p>To understand if we qualify, can you please clarify the following:</p> <p>Under Professional Contractor Corporate Services Category, is Human Resources referring to the traditional HR services or is this related to the general workplace services such as change management, workforce engagement?</p>
Answer	<p>As per Attachment B – Work Level Standards and Service Categories of this RFT, the Service Descriptors provided under each Service Category are a broad indication of the types of Professional Contractor Services required under that Service Category. They are not intended to be definitive or exhaustive.</p>
Question 2	
Question	<p>Multiple Staff Per Project</p> <p>If we have multiple staff who have worked on a specific project example, do we just indicate the equivalent Work Level Standard for the most senior person provided (e.g. Professional Contractor Level 4) or do we also indicate if personnel at other work levels (e.g. Professional Contractor 3) were also employed on this project? That is, is it acceptable to click more than one Professional Contractor Level checkbox?</p>
Answer	<p>Yes, you can select multiple Professional Contractor Work Level standards.</p> <p>As per paragraph 10.4 of this RFT, Tenderers will be assessed as to the extent to which the Tenderer demonstrates its capability to provide the Offered Services.</p>
Question 3	
Question	<p>Clarification Question</p> <p>Seeking clarification on how to report WGEA compliance for this procurement.</p> <p>Company X does business under two separate ABN's being Company X and Company Y. For this panel we will be applying under Company Y. Both of these roll into Company Z.</p>

	<p>From an Employee perspective all of our employees across both Company X and Y are hired under the Company X ABN and so our WGEA submission and certificate named that entity. The WGEA submission included all employees across the business and all of the contractors we supply under the Company Y ABN. The WGEA certificate Company X is the only one listed.</p> <p>We are keen to ensure that we are seen as compliant, could the department confirm that given the clarification above that we would be seen as compliant to Question 5 or confirm what additional information can be supplied to ensure we meet the criteria.</p>
Answer	Tenderers are to refer to paragraph 8.2 and 9.3 of this RFT.
Question 4	
Question	<p>Order Discounts</p> <p>Clause 6 of Schedule 8 Fees of the draft Panel Head Agreement specifies that Order Discounts may apply if specified in an Order. However, the specific mechanisms are not detailed e.g. application of any discounts in the event of variations, etc.</p> <p>Can Finance please advise the detailed mechanism in which Order Discounts are to be applied, or whether these are to be agreed with Entities on a per-order basis?</p>
Answer	Tenderers should refer to clause 11.2.5 and Schedule 8 clause 6 of Attachment C – Draft – Panel Head Agreement for Professional Contractor Services to this RFT.
Question 5	
Question	Please tell us how referee submissions are input via the 360 Public Portal for Request 55011.
Answer	Tenderers should refer to Addenda 7 to this RFT.
Question 6	
Question	<p>Sole traders and 2.3.3 versus 8.2.4</p> <p>At 2.3.3 (Definitions)</p> <p>A Professional Contractor:</p> <p>(a) is a natural person who is an expert with extensive knowledge and experience in the Service Area and Service Category to which the Ordered Services relate and is:</p> <p>(i) the Service Provider (if the Service Provider is a sole trader);</p> <p>However at 8.2.4 The Tenderer must:</p> <p>(a) be a legal entity under Australian law;</p> <p>As I understand it, a natural person (sole trader) is not a legal entity under Australian Law. I'd like to confirm that sole traders are ineligible to respond to this particular request for services based on 8.2.4 (a)?</p>
Answer	<p>A sole trader is eligible to respond to the Tender, subject to it meeting the conditions for participation in paragraph 8.2.4 of the RFT.</p> <p>The condition of participation in paragraph 8.2.4(a) of the RFT requires that the Tenderer must be a legal entity under Australian law.</p> <p>A sole trader (i.e. a natural person that owns and runs a business as an individual) is a legal entity under Australian law.</p>

	<p>The RFT specifically contemplates that Tenderers may be sole traders – see the definition of “Professional Contractor” in paragraph 2.3.3 of the RFT and clause 1 of Attachment C – Head Agreement of the RFT, the definition of “Tenderer” in Attachment A – Definitions of the RFT, and the definition of “Service Provider” in clause 1 of Attachment C – Head Agreement of the RFT.</p> <p>For clarity, the RFT does <u>not</u> require the Tenderer’s business to be a <u>separate</u> legal entity from its owner.</p>
Question 7	
Question	<p>I am seeking clarification on the Quality Management service category description in the RFT.</p> <p>Could you please clarify what services are expected in the Quality Management service category.</p> <p>Does this refer to internal quality management policies and practices, and certifications (e.g. ISO certifications) to ensure quality of delivery?</p> <p>Or is this referring to services/capabilities to inform quality management and improvement of the policy cycle inclusive of theory/principles driving our capability?</p> <p>A related question, regarding System development and System Certification Services. Are these referring to the delivery of certifications against ISO standards?</p>
Answer	<p>This RFT is for Professional Contractor Services. Tenderers should refer to paragraph 3 of the RFT and Attachment B – Work Level Standards and Service Categories of this RFT.</p> <p>The Service Descriptors provided under each Service Category are a broad indication of the types of Professional Contractor Services required under that Service Category. They are not intended to be definitive or exhaustive.</p>
Question 8	
Question	<p>Format for providing personnel details</p> <p>What is the preferred approach to respond to Section 10 Question 1: ‘provide a summary of the Tenderers relevant skills, qualifications, licences, authorisations, professional body memberships, industry certification and experience of personnel relevant to the provision of the nominated work level standards and service categories’.</p> <p>As we potentially have a high number of staff, distributed across 5 work levels all service categories, we do not believe it will be feasible to provide details of all individual personnel across all of these dimensions within the 800 word limit (also noting that no tables are allowed).</p> <p>As such I am seeking guidance as to the preferred method to ‘summarise’ the information in a way that is amenable to you.</p> <p>For example, should we summarise by providing total staff numbers and aggregating the relevant qualifications, accreditations, licenses, of our personnel by work level/ service category, without specifically naming or allocating each attribute to every individual staff member?</p> <p>Or should we provide just a subset of example staff member skills and experience in each category. If these options will not suffice, what alternative approaches do you suggest to stay within the word limit?</p>
Answer	<p>As per paragraph 10.4 of this RFT, Tenderers will be assessed as to the extent to which the Tenderer demonstrates its capability to provide the Offered Services.</p>

Question 9	
Question	<p>Program and projects: "Develop and Design" can be interpreted in many ways. E.g. Is this the development and design of program and project management systems/processes and frameworks or Technical Design Management and Technical Design development?</p> <p>All: Can we reference our international experience as a case study example, or does it need to be local Australian experience?</p> <p>Data Analytics and Management: Is there a more specific criteria for the types of data that the client is expecting when demonstrating capabilities with data collection? For example, LIDAR scanning of existing built assets? Photogrammetry, or point cloud generation of existing site conditions?</p> <p>Programs and Projects: We have identified that there is no reference to Building information Modelling Requirements, or the creation of specific information requirements which could inform a more accurate procurement process when appointing contractor services. Please confirm if BIM services, information requirements creation, or information management services form part of this framework?</p> <p>Programs and Projects: The RFT specifies that pricing must align with the schedule of fees outlined in Schedule 8. Can we submit differentiated rates for Defence related services VS non-defence related services? As Defence related services will include additional costs to cover the security requirements etc.</p>
Answer	<p>In accordance with paragraph 10.4 of the RFT.</p> <p>(a) provide a summary, with at least two (2) relevant examples, in the past five (5) years that are substantially similar to, or the same as, EACH of the nominated Service Categories, where the Tenderer supplied or provided these services for the Commonwealth, Australian State/Territory Governments and/or large corporate entities or organisations of a similar size and scale. (500 word limit)</p> <p>International experience for relevant examples (case studies) will not be excluded.</p> <p>As per Attachment B – Work Level Standards and Service Categories of this RFT, the Service Descriptors provided under each Service Category are a broad indication of the types of Professional Contractor Services required under that Service Category. They are not intended to be definitive or exhaustive.</p> <p>Tenderers should also refer paragraph 3 of this RFT to determine if services are included in the Professional Contractor Services or are considered Out of Scope of the panel.</p> <p>Tenderers should refer to clause 14.1.4 Attachment C – Draft – Panel Head Agreement for Professional Contactor Services, of this RFT. This paragraph states:</p> <p>Subject to clause 11.2.6, the Fees specified in Schedule 8 (Fees) are the maximum Fees that may be charged unless adjusted in accordance with clause 14.2.1.</p> <p>Tenderers should also refer to clause 24.1.10 Attachment C – Draft – Panel Head Agreement for Professional Contactor Services, of this RFT regarding costs resulting from a requirement under a Contract to have and maintain Defence Industry Security Program Membership.</p> <p>Any queries relating to the DCSP should be directed to dcs.panel@defence.gov.au, whilst enquiries regarding the DSS Panel should be directed to DSS Panel dss.panel@defence.gov.au</p>

Question 10	
Question	<p>Referee Response Timeframe</p> <p>Addenda 7 notes the Referees will not be contacted until the tender closure date of 19 December, will the timeframe permitted for referee responses consider Commonwealth Government shut down periods? For example, one of the Commonwealth Departments for which we have case studies has a shutdown period from 20 Dec - 27 January.</p>
Answer	Tenderers should refer to Addenda 7 to this RFT.
Question 11	
Question	Could you please advise if the new panel will include Forensic Psychology Services?
Answer	This RFT is for Professional Contractor Services. Tenderers should refer to paragraph 3 of the RFT and Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement.
Question 12	
Question	<p>After reviewing the RFQ documents and the Addenda, we have a question around procurement of evaluation services under the panel.</p> <p>As a dedicated measurement, evaluation and learning consultancy, we would like to mainly understand how procurement of evaluation services under <i>Service Area Category 3 Programs and Projects</i> of the <i>People Panel Phase 3 - Professional Contractor Services Panel</i> differ to the evaluation services procured through the RES Panel and the Commonwealth MAS Panel?</p>
Answer	This RFT is for Professional Contractor Services. Tenderers should refer to paragraph 3 of the RFT and Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement.
Question 13	
Question	<p>Draft Head Agreement</p> <p>Would it be possible for Finance to provide a marked up copy of the Draft Head Agreement showing the changes between the draft deed that was released for consultation earlier this year and the current draft deed (Attachment C)?</p>
Answer	No, a marked-up copy will not be provided. Tenderers should refer to and download the ATM Documents via AusTender including Addendum, to ensure they have the correct documentation for this ATM.
Question 14	
Question	<p>Referee endorsement of candidate, not necessarily organisational case study</p> <p>As the referee contacted will therefore be validating a case study of work completed by the candidate prior to their engagement with our organisation, can you please advise what the questions will be posed to the referee so we can best communicate with them in advance and confirm their agreement to process.</p>
Answer	Tenderers should refer to paragraph 8.4 of this RFT.

Question 15	
Question	<p>Referee Case Study approval</p> <p>How will we know that Finance has triggered the manual email to our referee and approved the case study?</p>
Answer	Tenderers should refer to paragraph 8.4.4 and 8.4.5 of this RFT.
Question 16	
Question	<p>Clarifying notes to Referees and Evaluators</p> <p>We have reviewed the Addenda regarding responses around referees, and the RFT Clauses. However, we have not seen a response that answers our particular question.</p> <p>Could you please provide guidance around your expectations regarding the "note to referee" and "note to evaluator" for each referee. That would help clarify our response.</p>
Answer	<p>"note to referee" could be used to give guidance to Referee ie: "Dear John, Thanks for completing this Referee Report in regard to x project in 2023 as discussed previously"</p> <p>"note to evaluator" could be used to give guidance to the Evaluation Team ie: "John (our referee) will be travelling overseas during January 2025 and may be unreachable"</p> <p>The note to referee and note to evaluator boxes are not mandatory for completion.</p>
Question 17	
Question	<p>Disclosing the engagement value</p> <p>I am preparing our response to the RFQ and would like to clarify the requirement for disclosing the engagement value in each example. As this information is considered commercial-in-confidence, would it be acceptable to provide a placeholder amount, such as "\$1," in lieu of the exact value? Your guidance would be greatly appreciated to ensure we comply with the submission requirements while maintaining confidentiality.</p>
Answer	Tenderers should refer to paragraph 8.24 – Tenderers Confidential Information and paragraph 10.5 of this RFT.
Question 18	
Question	<p>Clarification 2 - Response enquiry</p> <p>This clarification is regarding <i>Section 10 Question 1 - Evaluation Criteria 2 – Technical Capability</i>: "The Tenderer must provide a summary of the Tenderer's relevant skills, qualifications, licenses, authorisations, professional body memberships, industry certification and experience of personnel relevant to the provision of the nominated Work Level Standards and Service Category/ies. (800-word limit)".</p> <p>Where tenderers are responding to all/most service categories, it is considerably difficult to provide a response that demonstrates adequate technical capability across a wide variety of service offerings and work level standards, which have different memberships, certifications, licences etc. associated, within a strict 800-word limit.</p> <p>Would the Department consider increasing the word limit for this section per sub-category applied for, considering that the question relates specifically to nominated service categories, to allow all tenderers to provide the same depth of response? Alternatively, would the Department consider a response that demonstrates capability broadly across the nominated subcategories with a focus on work level standards?</p>
Answer	As per paragraph 10.4 of this RFT, Tenderers are to provide a SUMMARY of relevant skills, qualifications, licenses, authorisations, professional body memberships, industry certification and experience of personnel relevant to the provision of the nominated Work Level Standards and Service Categories.

	Tenderers should also refer to Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement as this RFT does not request Tenderers to provide a response at a Subcategory level.
Question 19	
Question	We have reviewed the RFT materials associated with this tender and has identified 8 of the 40 DSS Panel services have been included in this RFT. We would be grateful if the Commonwealth could confirm that those 32 other DSS Panel services not identified in the People Panel 3 RFT will remain within the scope of the extant DSS Panel which we note is still active until at least 20/04/2025 (current DSS Panel Deed expiry date).
Answer	<p>Tenderers should also refer to Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement.</p> <p>Defence is currently reviewing Industry Consultation feedback received to date, undertaking further consultative processes and confirming future requirements under the proposed Defence Capability Support Panel (DCSP).</p> <p>Further detail on the DCSP will be provided in due course and Defence will release information via AusTender - Annual Procurement Plan CASG/PP/27857 when available.</p> <p>The DSS panel will be replaced by the Defence Capability Support Panel (DCSP) panel for Defence specific capabilities.</p> <p>Any queries relating to the DCSP should be directed to dcs.panel@defence.gov.au, whilst enquiries regarding the DSS Panel should be directed to DSS Panel dss.panel@defence.gov.au.</p> <p>To remain informed of available procurement opportunities we encourage you to register on AusTender via New User Registration: AusTender (tenders.gov.au)</p>
Question 20	
Question	<ol style="list-style-type: none"> 1. Is this in addition to the MAS (Management Advisory Services Panel) 2. If you don't apply, will it affect your standing on the RES or MAS/WOAG panel?
Answer	<ol style="list-style-type: none"> 1. Yes. This RFT is for Professional Contractor Services. Tenderers should refer to paragraph 3 of the RFT and Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement. <p>In accordance with paragraph 3.2.1 of the RFT:</p> <p>The Services required under the Professional Contractor Services Panel do not include:</p> <p>(h) provision of consultancy services as defined in the Australian Government's guide on Procurement Publishing and Reporting Obligations (RMG423) available at https://www.finance.gov.au/publications/resource-management-guides/procurement-publishing-and-reporting-obligations-rmg-423, as amended from time to time;</p> <ol style="list-style-type: none"> 2. No. However, Tenderers should refer to paragraph 1.1.6 of this RFT and to be aware that to be considered for the Professional Contractor Services Panel, you must submit a Tender through the 360 Public Portal by the closing time.

Question 21	
Question	<p>Subcontracting question clarification</p> <p>Questions 2 and 3 require information on each potential subcontractor. Given this is a Panel response for up to 18 service categories, and the nature of work tendered for under the panel may change over time, it is unclear how we can identify all potential subcontractors in this section.</p> <p>Can we provide higher level information on subcontracting (similar to Question 4) here? If we are successful in being selected for the Panel, can we identify other subcontractors at a later date (i.e. during service order responses)?</p>
Answer	<p>Tenderers should provide the required information in Section 9 of the Tender Response Questionnaire on Subcontractors/Subcontracting arrangements they know will be engaged to deliver the nominated Services at the time of Tender submission.</p> <p>Tenderers should also refer to clause 7.2, clause 18 and Schedule 2 of Attachment C – Draft Panel Head Agreement for Professional Contractor Services.</p>
Question 22	
Question	<p>Prior organisation case studies</p> <p>We have a query regarding the organisational vs. individual nature of case studies which may be used in this tender.</p> <p>For the case studies required for a particular skill category, could you please confirm which of the following applies:</p> <p>the case studies used <u>must</u> relate <u>only</u> to work performed by our organisation; OR</p> <p>the case studies used <u>may</u> relate to work performed by current employees/personnel of our organisation, even if this was performed whilst working for a previous employer.</p> <p>We note that Addenda 6, Question 13 provides some guidance on this point, although we were still not entirely sure of the Department's position on the above (organisational experience vs. individual experience).</p> <p>We have recently hired a number of personnel with extensive experience across multiple skill categories and areas and consider that their skill and experience (and these case studies) would enable us to meaningfully perform this work into the future. If the case studies used must only relate to work done by our organisation (as opposed to our people throughout their careers), then this will prevent us claiming this legitimate experience and undermines the ability of new SMEs to genuinely tender for this panel.</p>
Answer	<p>As per Addenda 6 Question 13, Tenderers will be assessed as to the extent to which the Tenderer demonstrates its technical capability to provide the Offered Services. Tenderers should note paragraph 10.4 Eligibility Criteria 2 part (e) which states:</p> <p>(e) identify whether the Tenderer has recently increased or undertaken, other significant changes which would enhance their capability to deliver or supply the services in their nominated Service Categories. (200 word limit)</p>
Question 23	
Question	<p>Fee Clarification</p> <p>Could you please confirm where/how to submit the fees in the portal? I can't see where the fees are outlined in the sections.</p>
Answer	<p>Pricing is located at Question 6 of EACH nominated Service Category in the 360 Tender Response Questionnaire.</p> <p>Service Categories are nominated at Section 8, Offered Services of the Tender Response Questionnaire in the 360 Public Portal.</p>

	<p>Tenderers must ensure they have nominated all Service Categories they wish to Tender for at Section 8, Offered Services.</p> <p>To be considered for the Professional Contractor Services Panel, you must submit a Tender through the 360 Public Portal by the closing time.</p>
Question 24	
Question	<p>Confirming logic of question 16, Section 7</p> <p>In filling out this section I would expect an answer of 'yes' for question 16, Section 7 (Commonwealth Policy Requirements) to mean that we do not need to answer questions 17 – 24 (i.e. it will skip to question 25). However, it is an answer of 'no' that skips to question 25.</p> <p>Can you confirm that this logic is correct?</p> <ul style="list-style-type: none"> • Yes = answer additional questions 17-25 • No = skip to question 25
Answer	<p>Please refer to Attachment H – Modern Slavery of the RFT.</p> <p>The 360 Tender Response Questionnaire logic is correct, Tenderers who answer 'yes' to question 16 are then required to complete the Modern Slavery Questionnaire at questions 17-24.</p>
Question 25	
Question	<p>References</p> <p>Can we provide a reference from someone who is no longer with the organisation but previously oversaw our services?</p>
Answer	<p>Tenderers should refer to paragraph 10.4 – Evaluation Criterion 2 Technical Capability of the RFT.</p> <p>c) Provide the details of two Referees in relation to engagements where the Tenderer has provided Services substantially similar to, or the same as, <i>EACH</i> of the nominated Service Categories, for the Commonwealth, Australian State/Territory Governments and/or other organisations of a similar size and scale.</p> <p>Tenderers should provide two Referee endorsements to support the Tenderer's Offered Services. There are no restrictions on who the Tenderer may nominate as a Referee.</p>
Question 26	
Question	I would like to enquire whether there are any recordings available for the Industry Briefing held 08 November 2024 that could be sent to me please?
Answer	Tenderers should refer to Addenda 5 to this RFT, for the Industry Briefing video link.
Question 27	
Question	<p>Case Study and Referee Approval</p> <p>Regarding the email to our referees to approve the case study, we have no visibility of when it is triggered. Does the tenderer need to complete all the information relating to a Service Area, example using Programs and Programs</p> <ul style="list-style-type: none"> • Question 1, The Tenderer must specify how long it has been supplying or providing services substantially similar to, or the same as Programs and Projects services. (500 word limit)

	<ul style="list-style-type: none"> • Question 2, The Tenderer must provide a summary, with one (1) relevant example, in the past five (5) years that is substantially similar to, or the same as Programs and Projects services, where the Tenderer supplied or provided these services for the Commonwealth, Australian State/Territory Governments and/or large corporate entities or organisations of a similar size and scale. (500 word limit) • Question 3, The Tenderer should provide the details of one (1) Referee • Question 4, The Tenderer must provide a summary, with one (1) relevant example, in the past five (5) years that is substantially similar to, or the same as Programs and Projects services, where the Tenderer supplied or provided these services for the Commonwealth, Australian State/Territory Governments and/or large corporate entities or organisations of a similar size and scale. (500 word limit) • Question 5, The Tenderer should provide the details of one (1) Referee • Question 6, Pricing <p>Or do we need to complete Section 30 Tender's declaration and Final Step?</p>
Answer	Tenderers should refer to Addenda 7 to this RFT.
Question 28	
Question	<p>Procurement of evaluation services - People Panel Professional Contractor Services</p> <p>As a specialist measurement, evaluation and learning consultancy, would like to mainly understand how procurement of evaluation services under <i>Service Area Category 3 Programs and Projects</i> of the <i>People Panel Phase 3 - Professional Contractor Services Panel</i> differ to the evaluation services procured through the RES Panel and the Commonwealth MAS Panel?</p>
Answer	<p>This RFT is for Professional Contractor Services. Tenderers should refer to paragraph 3 of the RFT and Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement.</p> <p>In accordance with paragraph 3.2.1 of the RFT:</p> <p>The Services required under the Professional Contractor Services Panel do not include:</p> <p>(h) provision of consultancy services as defined in the Australian Government's guide on Procurement Publishing and Reporting Obligations (RMG423) available at https://www.finance.gov.au/publications/resource-management-guides/procurement-publishing-and-reporting-obligations-rmq-423, as amended from time to time;</p> <p>Tenderers should also refer to paragraph 1.1.7 of this RFT.</p>
Question 29	
Question	<p>Clarification for ICT Services</p> <p>We currently provide ICT services to Defence through the DSS Panel. In an email notification from the DSS Panel on the 28th of October we were advised that the People Panel would replace the scope of work of the current DSS Panel. As per section 3.2.1 (a) states that ICT services are out of scope of this Panel. Can you advise which panel would replace DSS for ICT services requirements - would this be ICTPA?</p>
Answer	<p>A number of People Panel Professional Contractor Services Service Categories will replace services currently sourced from the Defence Support Services (DSS) Panel.</p> <p>The DSS panel will be replaced by the Defence Capability Support Panel (DCSP) panel for Defence specific capabilities.</p> <p>Any queries relating to the DCSP should be directed to dcs_panel@defence.gov.au, whilst enquiries regarding the DSS Panel should be directed to DSS Panel dss_panel@defence.gov.au.</p>

Question 30	
Question	<p>Request for correct Base Date to use for pricing schedule submission</p> <p>There appears to be no reference to a Base Date in the pricing schedules to use when we submit our rates to this PP3 Panel response. Can you please advise on the correct Base Date to use?</p>
Answer	Tenderers should refer to paragraph 3.4.2 and paragraph 4.2 Service Commencement Date of this RFT.
Question 31	
Question	<p>Definition of 5 years</p> <p>Could you confirm that the 'past 5 years' that is referenced when providing a summary with a relevant example covers from 2019 or from 2020 onwards?</p>
Answer	<p>Relevant project examples may include project that commenced, are ongoing or have been completed, so long as they fall within the 'past five (5) years'.</p> <p>The term 'past 5 years' would include the period from 20 December 2019 to the date of the RFT closure, being 19 December 2024.</p>
Question 32	
Question	<p>Does the 'Construction' scope exclusion include the initial planning phases of construction projects?</p> <p>Clause 3.2.1(b) of the RFT states that the Services do not include "provision of Professional Contractors for resource and construction roles (including industrial, agricultural, infrastructure, mining, forestry, fisheries, maritime, meatworkers, manufacturing, textiles, building)". Could you please clarify if this exclusion also covers services for the pre-construction phases of projects, such as infrastructure projects?</p> <p>During this phase activities including planning, project development, feasibility analysis and business case development, but not physical construction. Are such services in or out of scope for this RFT?</p>
Answer	<p>The listed services are out of scope of this RFT.</p> <p>The Whole of Government Property Services Arrangements provides a mechanism for entities to procure services related to Capital Works, including provision of the initial planning phases of construction projects.</p> <p>These services are within the Additional Services component of the services offering, which is not a mandatory under the Commonwealth Procurement Rules. The Property Services Provider can provide services such as concept / preliminary design, detailed documentation, contract documentation, tender handover, and defects and final & investigation, although the intent of the Arrangements is not to support Major construction or infrastructure projects as there are limited suppliers included in this panel.</p>
Question 33	
Question	<p>Rate Card and Volume Discounts - Head Agreement</p> <p>We cannot see where we can upload the rate card and details around volume discounts related to Schedule 8 and Schedule 9 within the Head Agreement.</p> <p>Can Department of Finance please confirm how you would like this to be submitted.</p>
Answer	<p>Tenderers should refer to Question 6 in Sections 11 – 28 along with Section 29 – Order Discounts of the Tender Response Questionnaire.</p> <p>To be considered for the Professional Contractor Services Panel, you must submit a Tender through the 360 Public Portal by the closing time.</p>

Question 34	
Question	<p>Example project Start and end date</p> <p>With regards to advice to provide <i>relevant project examples, in the past five (5) years</i> - can you please clarify if both project start and end date need to be within the five year period, or can we include projects that ended in last five years but started prior to that.</p>
Answer	<p>Relevant project examples may include project that commenced, are ongoing or have been completed, so long as they fall within the 'past five (5) years'.</p> <p>The term 'past 5 years' would include the period from 20 December 2019 to the date of the RFT closure, being 19 December 2024.</p>
Question 35	
Question	<p>Professional Indemnity Enquiry</p> <p>The draft Panel Head Agreement at clause 18.1.1 b) requires professional indemnity insurance for an amount of not less than \$2 million per occurrence and \$10 million in the aggregate. We have been advised that professional indemnity insurance is available in the insurance market on a "per claim" basis rather than on an "occurrence" basis. Would Defence please consider revisiting the language in this clause to align with policy availability in the insurance market?</p>
Answer	<p>The Department of Finance is establishing the People Panel Professional Contractor Panel arrangement is as part of a Whole of Australian Government Coordinated Procurement Arrangement.</p> <p>Tenderers should read clause 18 in conjunction with the definition of 'Contact' in clause 1 of Attachment C – Draft Panel Head Agreement for Professional Contractor Services to this RFT.</p>
Question 36	
Question	<p>Clarification on section 10 and work levels</p> <p>We are a large organisation and to achieve the word limit for section 10 we are limiting listed personnel in this section to those falling into Work Level 5. Can we still indicate rates for and submit quotes for other personnel in Work Levels 1-4?</p>
Answer	<p>Tenderers are to refer to paragraph 10.4 of this RFT. This in part states 'Tenderers will be assessed as to the extent to which the Tenderer demonstrates its capability to provide the Offered Services'.</p>
Question 37	
Question	<p>Clarification on referee dates</p> <p>We have a project that we would like to use as a referee which has dates November 2018-July 2020. Is this considered within the last 5 years?</p>
Answer	<p>Relevant project examples may include project that commenced, are ongoing or have been completed, so long as they fall within the 'past five (5) years'.</p> <p>The term 'past 5 years' would include the period from 20 December 2019 to the date of the RFT closure, being 19 December 2024.</p>
Question 38	
Question	<p>Is there a maximum number of entities that will be successful on the Panel?</p>

Answer	Finance has not determined a minimum or maximum number of suppliers. The number of Service Providers appointed to the panel will be based on the Value for Money outcome and the provisions in paragraph 10.7 of this RFT.
Question 39	
Question	<p>Service Category vs Service Area</p> <p>The 'FIN/PPO/0323Phase3 Questionnaire for Request 55011.xlsx' file provided to us states under each Service Category, for example Audit Services, that "The Tenderer must provide a summary, with one (1) relevant example, in the past five (5) years that is substantially similar to, or the same as Audit Services, where the Tenderer supplied or provided these services for the Commonwealth, Australian State/Territory Governments and/or large corporate entities or organisations of a similar size and scale. (500 word limit)"</p> <p>"The Tenderer should provide the details of one (1) Referee relating to the example provided in the previous question for engagement where the Tenderer has provided Services substantially similar to, or the same as, Audit Services for the Commonwealth, Australian State/Territory Governments and/or other organisations of a similar size and scale.</p> <p>For example: EL1 or above for Commonwealth Public Service or middle management and above for all other Referees."</p> <p>I have organised case studies, one per Service Category (18 of them), that we are applying for, based on the FIN/PPO/0323Phase3 Questionnaire for Request 55011.xlsx, which only asks for 1 example, and 1 referee.</p> <p>But the 'Request for Tender - People Panel Professional Contractor Services - FINPP0323Phase3' Section 10.4 'Stage 2: Detailed Evaluation' conflicts with the instructions given in the 'FIN/PPO/0323Phase3 Questionnaire for Request 55011.xlsx'.</p> <p>The RFT asks for 2 examples/per Service Category and 2 referees/per Service Category' Not one (1).</p> <p>Is the ' FIN/PPO/0323Phase3 Questionnaire for Request 55011' instructions incorrect?</p> <p>Do I now need to gather a second example and a second referee for EACH Service CATEGORY, of which there are '18 Service Categories', which means I need to submit 36 examples of work?</p> <p>Or am I confused with the SERVICE AREA of which there are 4 (and confusingly also labelled as CATEGORY) as demonstrated on slide 28 of 'Attachment A - Industry Briefing Slides'</p> <p>Please clarify this for me in a very simple way, and perhaps give a lot of consideration to the terminology used to differentiate between the Service Area and the Service Category, when you respond.</p>
Answer	<p>Tenderers should refer to:</p> <ul style="list-style-type: none"> • Addenda 7, Question 10 • Attachment B – Work Level Standards and Service Categories; and • paragraph 10.4 of this RFT.
Question 40	
Question	<p>Editing response</p> <p>Please advise how response can be edited prior to submission.</p>
Answer	<p>Tenderers should refer to Attachment G – 360 Public Portal Tenderers User Guide to this RFT.</p> <p>You may also contact the simplylogical.net Technical Support Team for any issues regarding the 360 Public Portal.</p>

	Email: support@simplylogical.net Telephone: 02 5100 4009
Question 41	
Question	<p>Definitions of Service Categories</p> <p>I appreciate that there have been earlier questions seeking clarity about the definitions of the service categories, with subsequent addenda directing respondents to refer to the service descriptors under each category in Attachment B. However, these descriptors don't properly delineate between categories. One example is research, which is its own category but is also a descriptor in four other categories. In its own category of research, the descriptors give the impression that it is constrained to surveys and human research. Is this the case? Additionally, it is challenging to comprehend the intended scope of security services and scientific services. Would it be possible for DoF to provide a simple explanation for each of the scope of service categories, rather than relying upon the descriptors? Otherwise, we may apply to the wrong categories compared to those that government agencies select, which has been our experience in the MAS Panel, or apply to most of the categories, which may not be optimal for respondents or DoF.</p>
Answer	Tenderers should refer to Attachment A – Definitions and the service descriptors for each Service Category set out in Attachment B – Work Level Standards and Service Categories . A service descriptor provided under each Service Category which is a broad indication of the types of Professional Contractor Services required under that Service Category, not intended to be definitive or exhaustive.
Question 42	
Question	<p>Referees</p> <p>What is the process for providing alternate referees if the primary referee becomes unavailable or is not responsive to the Department's correspondence after the bid has been submitted?</p>
Answer	<p>Tenderers may provide updated referee information through the "Contact Request Manager" feature within the 360 Public Portal, which opens an "Enquiries" page. Alternatively, enquiries can be directed "Request Manager" via email at: peoplepanel@finance.gov.au</p> <p>All enquiries must be directed to the Request Manager.</p> <p>As per paragraph 6 of this RFT, noting enquiries received after the Enquiry Cut-off Date will not be answered unless Finance determines, in its sole and absolute discretion, it would be in the interest of any or all Tenderers to provide a response to the enquiry.</p>
Question 43	
Question	Our organisation provides services relating to market and social research, communications and community engagement. While we understand that in section 3.2.1 - out of scope services - includes a reference to services provided under the Management Advisory Services Panel – we wanted to understand if there were any separate opportunities under the People Panel Professional Contractor Services for these services (market and social research, communications and community engagement) given that 'research' is specifically cited under category 3 in section 2.3.8 – it appears there is crossover.
Answer	This RFT is for Professional Contractor Services. Tenderers should refer to Part B, paragraph 2.3 and 3 of the RFT and Attachment B – Work Level Standards and Service Categories for the scope of the People Panel Professional Contractor Services arrangement.

Question 44	
Question	As an organisation, how can we negotiate / respond to the proposed Attachment C - Head agreement. We 'may' want or need to add comments to align with certain entities / organisations.
Answer	Tenderers should refer to paragraph 3.4 of this RFT and Section 2 - Questions 25 and 26 of the 360 Tender Response Questionnaire.
Question 45	
Question	Please clarify what awareness tenderers will have as to the status of their referee's responses (if any) once DoF make contact with them? Is there any obligation on the tenderer to chase up referees to ensure they respond within the required timeframe (noting this will be after the tender deadline and the response time period is yet to be disclosed)?
Answer	Finance is not required to provide updates to Tenderers on the progress of referee endorsements. Tenderers should also refer to paragraph 8.4.5 of this RFT.
Question 46	
Question	Please advise when referees will be contacted and how long they will have to respond.
Answer	Tenderers should refer to Addenda 7, Question 1 .
Question 47	
Question	Can we use the same programmes as case studies for multiple service categories?
Answer	Yes. Tenderers should refer to paragraph 10.4 of this RFT, which in part states ' <i>Tenderers will be assessed as the extent to which the Tenderer demonstrates its capability to provide the Offered Services</i> '.
Question 48	
Question	Can you provide further information or clarification on pricing scoring?
Answer	Tenderers should refer to clause 14.1.4 of Attachment C – Draft – Panel Head Agreement for Professional Contractor Services also noting paragraph 7.3 of this RFT.
Question 49	
Question	Our commercial model involves placing some or all of our fee 'at risk' against the delivery of outcomes agreed by our clients, such that if we don't deliver all of the agreed outcomes, we refund some or all of our fee back to the client. Is there somewhere in our application to the panel in which we can describe this model and how it provides added value to our clients?
Answer	Tenderers may provide details in their Tender that outlines the economic benefits to the Australian Economy in Section 7, Question 8 of the 360 Tender Response Questionnaire for this RFT.
Question 50	
Question	How are alternative commercial models assessed as part of the application? For example, if we can provide an alternative commercial model that provides greater value to clients (for example by reducing commercial risks), would this be evaluated as part of the pricing element of our application?

Answer	As per paragraph 10.4 of this RFT, which in part states ' <i>The Tender Evaluation Team will conduct a detailed assessment of the information provided by the Tenderer in its Tender</i> '.
Question 51	
Question	Referees to be Contacted My referees are yet to be contacted. Will this occur before the close of the RTF?
Answer	Tenderers should refer to Addenda 7, Question 1 .
Question 52	
Question	Referee Question I have a question regarding the referees. Since referees will be notified once I progress to that phase, I assume I should complete my section of the document a few days before the deadline to allow referees time to complete their part. Is that correct?
Answer	Tenderers should refer to Addenda 7, Question 1 .
Question 53	
Question	Short Term Pricing Question On other Standing Offer Panels, such as the DSS Panel, respondents are required to provide short term pricing (for engagements under 6 months) and long-term pricing (engagements longer than 6 months). This Panel is requesting one rate with a discounting option in Section 29. Does this mean that the Evaluation Team is expecting Short term rates (typically higher) with discounting provided in section 29. We want to avoid providing pricing that is considered high, however it appears that the intent for this Panel is for higher short term rates to be offered with discounts to be applied afterwards for higher value or longer term engagements? Please confirm.
Answer	Tenderers should in part refer to: <ul style="list-style-type: none"> • paragraph 3 of this RFT; • paragraph 7.3 of this RFT; and. • clause 6 and clause 14.1.4 of Attachment C – Draft – Panel Head Agreement for Professional Contractor Services to this RFT.
Question 54	
Question	Question regarding discounts We are able to offer significant discounts for large scale contracts. These discounts are only applicable for engagements such as those have three FTE for six months. The volume discounts presented in the templates are too small for these sorts of discounts to apply. Where in our application and subsequent Head Agreement are we able to specify these?
Answer	Tenderers should refer to clause 6.1 in Attachment C – Draft – Panel Head Agreement for Professional Contractor Services to this RFT which in part states: <i>If specified in an Order, an Order discount is to apply to the Professional Contractor's Daily Rate on the basis of either:</i> <ul style="list-style-type: none"> (a) <i>the Order Term; or</i> (b) <i>the total Fee value of the Order.</i>

	Tenderers should also refer to Schedule 9 – Request for Quotation Template in Attachment C – Draft – Panel Head Agreement for Professional Contractor Services to this RFT.
Question 55	
Question	<p>Change of organisation name</p> <p>Our organisation has operated as a trust structure from 2014 however in response to market preference we have recently conducted a one for one novation to an entity company structure in 2024 (similar name with updated ABN).</p> <p>Currently we have described this as a significant change which enhances our capability to deliver or supply improved services however other questions such as section 1 year of formation enable only set digit responses. At this stage we intend to represent the 2014 date providing explanations when we can in other sections.</p> <p>How is this best represented in our tender response?</p>
Answer	Tenderers should refer to paragraph 10.4 of this RFT and to Section 10, Question 2 of the 360 Tender Response Questionnaire . Finance will consider a tenderers full submission, along with all relevant information provided.
Question 56	
Question	Request for Tender, Section 10.4.5, pg. 41 states, "The detailed evaluation will result in a rating being applied to the Tender in relation each Service Category for which the Tenderer has offered Services." Will the Government please provide the rating scale that will be used?
Answer	No. Tenderers should refer to paragraph 10.2.5 and ensure their response addresses the evaluation criterion as outlined in paragraph 10.4 of this RFT.
Question 57	
Question	<p>Attachment C – Draft - Panel Head Agreement for Professional Contract Services, page 23, 7.2.1 states, "The Service Provider must not subcontract any aspect of the Ordered Services without the prior written approval of the relevant Entity (such approval may be subject to conditions)."</p> <p>Will the Government please clarify the phase at which Service Providers must obtain prior written approval of the relevant Entity for subcontracting? Will the Government please explain the process for bidding subcontractors on an Order if those subcontractors were not proposed by the Tenderer at the Panel bid level?</p>
Answer	<p>Tenderers should provide the required information in Section 9 of the Tender Response Questionnaire on Subcontractors/Subcontracting arrangements they know will be engaged to deliver the nominated Services at the time of Tender submission.</p> <p>Tenderers should also refer to clause 7.2, Clause 18 and Schedule 2 of Attachment C – Draft Panel Head Agreement for Professional Contractor Services</p>
Question 58	
Question	For a legal Australian entity that is a wholly-owned subsidiary of a foreign entity parent company, how should the wholly-owned subsidiary bid its parent company to have access to the parent company's capabilities? Please note that the parent company does not have an ABN and cannot be submitted through the portal as a subcontractor.
Answer	Tenderers should refer to paragraph 8.2.4 of this RFT which in part states: <i>A first-tier subcontractor works directly for a prime contractor. First tier subcontractors undertaking work individually valued at over \$4 million (including GST) for the prime contractor are also required to have a satisfactory tax record.</i>

	Tenderers should also review Attachment E – Sustainability Procurement and Benefits to the Australian Economy and Attachment F – Guidance on the Shadow Economy Procurement Connected Policy to this RFT.
Question 59	
Question	<p>Requesting additional detail for a previously submitted client privacy query</p> <p>I sent the client privacy query below on the 25 Nov, and while I appreciate your response - <i>Tenderers should refer to paragraph 8.24 of the RFT</i>, it didn't help our referee. They are still concerned about the inclusion of their details in this portal, which can be passed onto anyone who has a legitimate need or has made an official information request. That indicates their details could be provided to quite a lot of people.</p> <p>Is there any other way we can guarantee their privacy, for example, would one of the suggestions below be acceptable? If not, are you able to suggest something else?</p> <ul style="list-style-type: none"> • Could we provide a Stat Dec saying we have completed the case study work as stated? • Could we provide our company POC details in the referee area, and then pass them any questionnaires you send? <p><i>We have a client who is willing to be a referee, but they have asked to remain confidential. Could you please let me know if there is a process to keep referees details private, and if so, what is it? I know that the referee details will not be included in the Head Agreement, but I am not 100% sure who will have access to those details once they have been submitted. I need to inform our client of the process, so they can make a decision on whether to assist or not.</i></p>
Answer	<p>As per paragraph 7.1 of this RFT, the 360 system comprises a 360 Public Portal which is a secure system hosted and supported in Australia.</p> <p>Tenderers should also refer to paragraph 7.4 – Privacy, of this RFT.</p> <p>Referee details will be used for the purpose of which they are submitted.</p>
Question 60	
Question	<p>Clarification Regarding Terminology in Previous Query</p> <p>Following up on our recent enquiry regarding the use of referees, we would like to clarify that our reference to "case study" in the enquiry aligns with the tender's use of the term "example of work" or "example of a project."</p> <p>To provide context, our original query was as follows:</p> <p><i>Can a referee who worked for the client during project delivery but is now employed by our organisation still be used, and are any additional requirements necessary?</i></p> <p><i>We seek clarification regarding the use of a referee for a case study. The referee in question was employed by the client organisation during the delivery of the project, which occurred within the last five years. However, they have recently joined our organisation as an employee. Given their detailed knowledge of the project outcomes and our organisation's performance, can we still nominate them as a referee for this tender? If so, are there any additional supporting details or clarifications we need to provide to ensure compliance with the tender requirements? If this referee cannot be used, we request clarification on the specific reasons so we can address any potential compliance concerns.</i></p> <p>We hope this clarification assists in aligning our enquiry with the tender terminology and ensures there is no misunderstanding.</p>
Answer	<p>It is reasonable to assume this example could be or could potentially be considered as a Conflict of Interest. Tenderers should refer to paragraph 8.14 Conflict of Interest, of this RFT which in parts states:</p>

	<p><i>Tenderers must notify Finance as soon as practicable after becoming aware of any actual, potential or perceived conflict of interest at any time prior to or during this RFT process which relate to this RFT process or could affect the performance of its obligations if the Tenderer was to enter into the Head Agreement.</i></p> <p>There is a provision for noting Conflict of Interest in Section 5 of the 360 Tender Response Questionnaire.</p>
Question 61	
Question	<p>Work Level Standards</p> <p>We note that in the Industry Briefing it was mentioned that benchmarking of rates was happening across relevant panels. We note that work level standards across panels vary reflecting the required years of experience and qualification levels, in particular that the work level standards in the People Panel - professional contractor vary to those in the panels it is replacing such as the DSS Panel work level standards.</p> <p>Can you confirm that the differences in work level standard definitions have been considered in the benchmarking review and will be considered as part of the VFM assessment.</p>
Answer	<p>Yes.</p> <p>Tenderers should also refer to Part D – Evaluation of Tenders, paragraph 10 – Evaluation Process of this RFT.</p> <p>Tenderers should also refer to paragraph 10.6 of the RFT which in part states, "VFM is a comprehensive assessment that takes into account both financial and non-financial costs and benefits of each Tender, including the value represented by the assessment of capability, in the context of the risk profile presented by each Tender. Finance is not obliged to accept the lowest priced Tender(s). VFM involves assessing various factors over the entire procurement cycle."</p>
Question 62	
Question	<p>Our company are currently a preferred vendor for the DSS Panel under the Learning and Development categories of:</p> <p>Competency Assessment and Professional Body Sponsorship and Certification Services Learning and Development (L&D) Analysis Services Learning and Development (L&D) Design and Development Services Learning and Development (L&D) Evaluation Services Learning and Development (L&D) Implementation and Administration Services</p> <p>My interpretation of the new People Panel arrangement is that it is currently excluding the above categories. Can you please confirm?</p> <p>I am concerned that most of the RFQs that are generated from the DSS panel under the above categories are 'people placements' and therefore we should be applying to this tender.</p> <p>If not, is there any indication when the above categories will be either absorbed into a new panel or ATM being published?</p>
Answer	<p>Yes, in accordance with paragraph 3.2.1(f) of the RFT, provision of Professional Contractors for learning and development service roles are out of scope of the Professional Contractor Services Panel.</p> <p>The DSS panel will be replaced by the Defence Capability Support Panel (DCSP) panel for Defence specific capabilities.</p> <p>Any queries relating to the DCSP should be directed to dcs.panel@defence.gov.au, whilst enquiries regarding the DSS Panel should be directed to DSS Panel dss.panel@defence.gov.au.</p>

	<p>All open Approaches to Market are published on AusTender by Australian Government agencies.</p> <p>Finance publishes business opportunities (including future phases and refreshes of the People Panel), annual procurement plans, contracts and standing offers awarded on AusTender at www.tenders.gov.au. You can register as a user on AusTender for free, to receive notifications on procurement opportunities, and to respond to the opportunities that you are interested in. For detailed tips and advice, please visit the Become a Registered User page on the AusTender Help and Information Centre site.</p> <p>Further Resources</p> <p>The below sections of the Selling to Government website also provide further information on identifying opportunities to sell to the Australian Government, and how to respond to an Approach To Market:</p> <ul style="list-style-type: none"> • Identifying opportunities to sell to government • Getting selected to supply to government • Responding to an approach to market • Business Opportunities
Question 63	
Question	<p>Residency/Citizenship Requirements</p> <p>Please could you advise if there are residency/citizenship requirements for individuals involved in the provision of services via the Panel?</p>
Answer	<p>Tenderers should refer to Addenda 3, Question 2 in conjunction with the Amendment to RFT documentation to Attachment C Schedule 2 Part B Clause 4.1 (d) at the end of Addenda 3.</p>

Additional Guidance - Statement of Tax Record

For potential Tenderers seeking additional information on the STR and the Shadow Economy Procurement Connected Policy, Finance provides the following external links:

[Frequently Asked Questions – Complying with the guidelines for tenderers/applicants | Treasury.gov.au](#)
[Statement of tax record | Australian Taxation Office \(ato.gov.au\)](#)

-- End of Addendum --