



## **Australian Government**

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**Department of Home Affairs**

**ABN: 33 380 054 835**

**REQUEST FOR TENDER (RFT)  
FOR  
PERMISSIONS CAPABILITY**

**HOMEAFFAIRS/2054/RFT**

### **ATTACHMENT B – EVALUATION PROCESS AND EVALUATION CRITERIA**

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# Evaluation Process

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- 1.1 The objective of the Evaluation Process is to identify the Tender (if any) that represents best value for money for the Commonwealth.
- 1.2 The Department will evaluate Tenders against the Evaluation Criteria set out in this *Attachment B - Evaluation Process and Evaluation Criteria*.
- 1.3 The following steps in the Evaluation Process may be conducted concurrently and/or sequentially.
- 1.4 At any step of the Evaluation Process, the Department may shortlist Tenderers.
- 1.5 The Department may use material tendered in response to one Evaluation Criterion in the evaluation of the Tenderer's response to other Evaluation Criteria.
- 1.6 The Department may seek clarification or additional information in accordance with Part 3 – Terms and Conditions from any Tenderer during the Evaluation Process, whether or not similar information has been sought from other Tenderers.
- 1.7 Tenderers should provide enough detail in their Tender against each Evaluation Criterion to ensure that the Department has a clear understanding of their offer and to ensure the Department can determine whether or not all requirements have been addressed. Tenderers are advised that unclear, ambiguous or contradictory statements may adversely impact the evaluation of their Tenders.
- 1.8 The Department may seek assistance from specialist advisors in the evaluation of Tenders, if it considers this is necessary. The Department may seek further information from Tenderers for this purpose in accordance with Part 3 – Terms and Conditions, and may make information from Tenders available to its specialist advisors.
- 1.9 The Evaluation Process will be conducted in accordance with this *Attachment B - Evaluation Process and Evaluation Criteria* and Part 3 – Terms and Conditions.
- 1.10 **Step 1 – Registration of Tenders**
  - 1.10.1 Following the Closing Time, all Tenders will be downloaded from AusTender.
  - 1.10.2 All Tenders received on or before the Closing Time will be registered.
  - 1.10.3 Any Tenders received after the Closing Time and any disputes or issues regarding receipt of Tenders will be managed in accordance with Part 3 – Terms and Conditions.
  - 1.10.4 Late Tenders will be identified and dealt with in accordance with Part 3 – Terms and Conditions.
- 1.11 **Step 2 – Initial Screening**
  - 1.11.1 The Department will screen all registered Tenders to identify any Tender that:
    - (a) fails to comply with any one or more of the Conditions for Participation specified in Part 1 - RFT Details;
    - (b) fails to comply with any one or more of the Minimum Content and Format Requirements specified in Part 1 - RFT Details;
    - (c) fails to comply with any one or more of the Mandatory Requirements (if any) specified in Part 1 - RFT Details;
    - (d) contains any unintentional errors of form; or

(e) is otherwise incomplete or non-compliant with a term or provision of the RFT.

1.11.2 Subject to Part 3 – Terms and Conditions, a Tender which fails to comply with a:

- (a) Condition for Participation;
- (b) Minimum Content and Format Requirement; or
- (c) Mandatory Requirement (if any),

will be excluded from further consideration.

1.11.3 The Department may also exclude a Tender from further consideration where, in the Department's opinion, the Tender is:

- (a) incomplete or non-compliant with the RFT; or
- (b) otherwise clearly non-competitive.

Without limiting any rights in Part 3 – Terms and Conditions, the Department may, however, decide to consider these Tenders and seek further clarification from the Tenderer if it believes that this is appropriate.

1.11.4 Screening is an ongoing process. The Department may, in its absolute discretion, decide at any time during the Evaluation Process that a Tender or Tenderer falls within the categories listed in paragraphs 1.11.2 and 1.11.3 above and should therefore be excluded from further consideration.

#### 1.12 **Step 3 – Technical Evaluation**

1.12.1 For each Tender that passes Steps 1 and 2 above, the Department will evaluate Tenders against the Technical Evaluation Criteria.

#### 1.13 **Step 4 – Financial Evaluation**

1.13.1 For each Tender that passes Steps 1 and 2 above, the Department will evaluate Tenders against the Financial Evaluation Criterion.

1.13.2 For the purposes of evaluation in Step 4, the Department may adjust and “normalise” prices and undertake a sensitivity analysis of prices or take any other steps it considers necessary in order to establish a common base for comparative evaluation of Tenders.

1.13.3 The Department reserves the right to ask Tenderers (or, if Tenderers have been shortlisted, the shortlisted Tenderers) to submit new or revised pricing based on an alternative methodology.

#### 1.14 **Step 5 – Non-Technical Evaluation**

1.14.1 For each Tender that passes Steps 1 and 2 above, the Department will assess Tenders against the Non-Technical Evaluation Criteria.

#### 1.15 **Step 6 – Risk Assessment**

1.15.1 The Department will assess Tenders against the Risk Evaluation Criterion taking into account all risks associated with each Tender that have not already been taken into account in Steps 3, 4 or 5. This may include (but is not limited to) an assessment of the matters listed in the Risk Evaluation Criterion below.

## 1.16 **Step 7 – Verification Activities**

- 1.16.1 The Department, after reviewing the Tenders, may decide to, in relation to some or all of the Tenderers:
- (a) conduct site visits to Tenderer(s)' premises;
  - (b) seek presentations by Tenderer(s) on their Tender;
  - (c) require the Tenderer(s) to attend an interview;
  - (d) require the Tenderer(s) to attend interactive workshops;
  - (e) conduct referee checks;
  - (f) discuss with, and/or visit, customers or subcontractors of a Tenderer, whether or not the customers or subcontractors are provided as referees by the Tenderer;
  - (g) carry out independent enquiries about any matter that may be relevant to the evaluation of a Tender including security, financial and probity checks in relation to the Tenderer, its subcontractors, consortium members and any related entities or their personnel; and
  - (h) undertake any other activities the Department considers necessary in order to obtain information relevant to the evaluation of Tenders.
- 1.16.2 Where the Department elects to conduct site visits, presentations or interview, the Department may issue protocols to Tenderers invited to participate in the activity which will govern how the activity will be conducted. Tenderers must comply, and ensure any of its representatives involved in the relevant activity comply, with such protocols.
- 1.16.3 Following the conclusion of any activities referred to in paragraph 1.16.2, the Department may, unless the activities result in completely new information that improves a Tender or are irrelevant, take into account the further information received in the evaluation of Tenders.

## 1.17 **Step 8 – Evaluate Value for Money**

- 1.17.1 The Department will determine the extent to which each Tender represents value for money by comparing the outcomes of each previous step for each Tender, and any other risks, matters or issues that it considers relevant, including the extent to which the Tender will facilitate the Commonwealth achieving the Objectives of this procurement.
- 1.17.2 Value for money is the core principle governing the Department's procurement and is enhanced by three supporting principles:
- (a) encouraging competition;
  - (b) efficient, effective, ethical and economic use of resources; and
  - (c) accountability and transparency.
- 1.17.3 Value for money is a comprehensive assessment that takes into account the outcome of the following:
- (a) the technical evaluation under Step 3;
  - (b) the financial evaluation under Step 4;
  - (c) the non-technical evaluation under Step 5;

- (d) the assessment of risks, under Step 6; and
- (e) the outcome of any verification activities undertaken, under Step 7.

1.18 **Step 9 – Offer Definition and Improvement Activities and/or Best and Final Offer (Optional)**

1.18.1 The Department may, in its absolute discretion, elect to:

- (a) conduct Offer Definition and Improvement Activities (ODIA); and/or
- (b) request a Best and Final Offer from the Tenderer(s).

1.18.2 If the Department elects to conduct ODIA and/or request a Best and Final Offer from the Tenderers, the Department may issue an ODIA process document or Best and Final Offer process document which provides further details and sets out any specific terms and conditions governing the process.

1.18.3 If ODIA is undertaken and/or a Best and Final Offer is requested, the Department may again conduct a value for money assessment at the conclusion of these activities, using the outcomes of the ODIA and/or Best and Final Offer process in accordance with the process set out in Step 8.

1.19 **Step 10 - Identification of preferred Tenderer (Optional)**

1.19.1 At the end of Step 8 (Evaluate Value for Money) (including Step 8 as conducted after Step 9 (Offer Definition and Improvement Activities and/or Best and Final Offer (Optional)) (if relevant)), the Department may identify a Tender(s) that represents the best value for money and should therefore be selected as the preferred Tenderer(s).

1.20 **Step 11 – Negotiations (Optional)**

1.20.1 Following completion of the previous steps, the Department may enter into negotiations with one or more Tenderers, including parallel negotiations, or if it has selected a Tenderer as the preferred Tenderer it may enter into negotiations with that Tenderer only.

1.20.2 The purpose of negotiations is for the Department to address any risks and issues it has identified in the Evaluation Process. As part of this process, any Tenderer participating in Step 11 may be asked to improve on any or all aspects of their Tender.

1.20.3 More details on the negotiation process is included at clause 3.24 of Part 3 – Terms and Conditions.

## 2. Evaluation Criteria

2.1 The following Evaluation Criteria will be used for the purpose of evaluating Tenders.

	Evaluation Criteria & Weightings (if any)	Description of Evaluation Criteria
<b>No.</b>	<b>TECHNICAL EVALUATION CRITERIA</b>	
1.	Capacity and Capability <b>Weighting: 40%</b>	The extent to which the Tenderer demonstrates that it has the technical, administrative, managerial, personnel, and commercial expertise, experience, capability and capacity to perform the Services as set out in <i>Attachment A – Statement of Requirement</i> .
2.	Proposed Solution <b>Weighting: 60%</b>	The extent to which the Tenderer demonstrates a solution that achieves the Objectives and performs the Services as set out in <i>Attachment A – Statement of Requirement</i> , including the successful implementation and performance of the Permissions Capability and Use Cases.
	<b>FINANCIAL EVALUATION CRITERION</b>	
3.	Pricing	The extent to which the Tenderer’s proposed fee model(s), fees, costs, allowances and charges associated with the implementation and performance of the Services contribute to value for money.
	<b>NON-TECHNICAL EVALUATION CRITERIA</b>	
4.	Economic Benefit to Australia	The extent to which the Tender will provide an economic benefit to Australia.
5.	Indigenous Participation	The extent to which the Tenderer has demonstrated its commitment to Indigenous participation, including its proposed: <ul style="list-style-type: none"> <li>• use of Indigenous enterprises in its supply chain; and</li> <li>• employment of Indigenous Australians.</li> </ul>
6.	Collaboration and Relationship	The extent to which the Tenderer’s approach to working collaboratively with the Department, other Agencies and Other Suppliers builds and maintains strong relationships and maximises the likelihood of achieving the successful implementation and performance of the Services, including the Permissions Capability and Use Cases.

RISK EVALUATION CRITERION		
7.	Risk	<p>The extent to which there are risks inherent in the Tender that have not already been evaluated, including in respect of:</p> <ul style="list-style-type: none"> <li>• the Tenderer's financial viability;</li> <li>• any actual, potential, or perceived conflict of interest;</li> <li>• national security;</li> <li>• the Tenderer's level of compliance with this RFT (including the Draft Agreement and Draft Work Orders);</li> <li>• the extent of the Tenderer's compliance with the Commonwealth policies specified in the RFT;</li> <li>• the Tenderer's proposed intellectual property regime;</li> <li>• the Tenderer's request for information to be treated as confidential; and</li> <li>• any other risk the Department considers relevant.</li> </ul>