

**Part B**

**Requirements and Specification - Services**

INSTRUCTION: This is an example template only and is to be reviewed and updated to reflect the specific requirement being sought as each procurement project is different. The detailed requirements also can vary depending on scale and complexity. Accordingly each specification will need to be customised.

This document provides guidance and examples on what to include in each section. Please review guidance, then delete and update with specific requirements.

If you are unclear on how to use the template, contact your agency’s procurement team. DELETE THIS TEXT.

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# 1. Introduction

Briefly explain the requirement and the context of the requirement.

# 2. Scope

Provide a summary description of the desired range and type of services that are required.

For example: a statement as to whether the supplier is to only supply the requirement, or is also to install, commission, support, and provide training or documentation (ie design only; design and construct; review, recommend and report; review, recommend, report and train; design, deliver and assess; review, recommend, report and implement; design, develop and present.)

Identify what the supplier is **not** required to do or provide which might otherwise normally be considered to be part of the requirement.

Identify the period of the contract.

Note: A sufficiently detailed scope will contribute to accurate pricing by the potential respondents, and easier contract management. It will also help ensure that all potential respondents quote or tender on the same work and will assist in comparing potential respondents equally during evaluation.

# 3. Purpose and Background

Provide adequate details and context to inform all potential respondents about the purpose of the contract. This may include a purpose statement, background information and service conditions and environmental factors.

Note: The purpose statement can be sourced from the approved Acquisition Plan and should explain the purpose of the contract and why the supply market is being requested to respond to this requirement.

Prepare concise purpose statement.

For example: ‘The purpose of the contract is for the supplier to lead the project through to the successful development of the business case and preferred procurement model, which will be the basis for the State and Federal Government to consider an investment decision’.

Prepare background information which can be sourced from the approved Acquisition Plan.

For example, background information may include:

* an outline of the research which has been undertaken into the requirement;
* an outline of the public authority’s historical spend data and usage (eg. value of previous purchases, location of purchases, site information etc);
* a description of the current delivery method to compare and contrast with the new requirement;
* what options (if any) have been considered in the development of the requirement;
* what options have been dismissed and why, in the development of the requirement; and
* how this requirement is related to other requirements and acquisitions, whether already purchased and implemented, or planned for the future.

Describe any unique or pertinent factors about the conditions/environment which can affect the design or performance of the offered solution/ methodology.

For example, factors may include:

* physical environment (eg. ambient temperatures, altitude, geographic conditions such as inclines, descents, dusty environment, rainfall, remote access, etc);
* operating and/or storage conditions that must be observed or understood (eg. existing site dimensions, footprint, ceiling clearances, available space, storage, access, security features, air conditioning);
* availability of energy and other services at the site;
* compatibility with existing equipment, systems, etc. (eg. plug and play; ICT security platforms or ICT operating systems, interfaces, etc);
* site access constraints (eg, shared use rights, easements, lease restrictions, requirement for ongoing public use/access during service delivery);
* existence of unique, important or potentially dangerous site conditions (eg. heritage items, significant trees, asbestos, brown fields contamination, etc);
* personnel safety aspects (eg. confined spaces, hot work, etc); and
* servicing or maintenance requirements or limitations.

If there are limitations imposed by users, explain what those limitations are.

For example, this may include limited access to and within a building, or the requirement for a work to be undertaken in parallel with public access to the site, or a new service to cutover from an existing service seamlessly.

Refer to other documents in order to avoid duplicating content from some or all of those documents. Include a clear list of each document and their location.

Note: common documents include policies and procedures, white papers, discussion papers, background reports, site lists, technical drawings, data, maps, diagrams, concept designs or preliminary designs, previous research, reference publications, Codes of Practice, Acts of Parliament and government directives.

Note: by referring to a document, it is incorporated into the specification; if only part of a document is relevant, then only that part should be referred to.

Note: consider any issue associated with these documents such as if the public authority owns them and can they issue them, or if any details are confidential or sensitive and only extracts issued. If the document is sensitive, consideration should be given to its inclusion for potential respondents to respond properly. If it is essential, an additional confidentiality process may need to be put in place.

# 4. Requirements - Services

Provide adequate details to describe the requirements and allow potential respondents to develop an accurate cost to deliver the requirements and eventually the contract manager to manage their delivery.

Note: in some cases the requirements for services are not in isolation – a service based contract may also require the provision of some goods or products (eg. replacement parts, specialised equipment).

Note: the detailed requirements can vary depending on the scale and complexity, from a short term and one-off purchase, to a complex set of requirements intended to cover major project provision with ongoing whole of life support.

Determine type of specification to be utilised that will enable the best outcome – functional, performance or technical.

Note: functional and performance specifications have the advantage over technical specifications of allowing respondents to offer innovative and technologically advanced solutions that can offer improved value for money. Defining aspects of the requirement in broad terms allows the potential respondents to determine their preferred solution as part of its methodology.

**Functional specification characteristics**: outline the proposed function or role of the services in helping the end-user achieve a desired outcome. It defines a desired result and may describe the general form of the services required. It focuses on what is to be achieved rather than the method of achieving it.

For example:

* develop an organisation structure that is fluid, flexible and responsive to the needs of the community;
* the supplier is required to overhaul the equipment; or
* to design a wetlands of sufficient area and diversity of vegetation to improve water quality standards.

**Performance specification characteristics:** detail the required performance characteristics of the services.

For example:

* service availability – eg. helpdesk services available 8am - 5.30 pm
* service response – eg. response to a query within 5 minutes
* satisfaction levels – eg. minimum satisfaction of 3.5 / 5 (70%)

**Technical specification characteristics**: detail the physical aspects of the services.

For example:

* specific license requirements – eg. Builder’s license, practising certificate; training qualifications
* work to be undertaken in accordance with a particular Australian standard

Document other specific requirements.

Note: in some cases there may be **other specific requirements** that need to be communicated to potential respondents about the delivery of the services, for example:

* capability: there may be circumstances where special skills, experience, knowledge or qualifications are required, eg: current certificates, professional qualifications;
* due diligence: there may be circumstances where additional checks into specific personnel are required, eg the requirement for security clearances, background checks or police checks to be undertaken; the undertaking of vetting processes such as psychometric testing, participation in simulated service provision (eg, mock training sessions, problem solving scenarios);
* aspects regarding the premises where the services are to be provided (eg. security levels, classified information areas) or equipment or information to be utilised;
* privacy or confidentiality of information;
* the requirement for the supplier to be free of any actual or perceived Conflict of Interest relating to the subject matter of the contract and the recommendations to be developed (eg. especially for consultancies); and
* provision of ancillary goods (eg. replacement parts, specialised equipment required to provide the service with).

Describe the various **services** (all of the tasks, activities and overall work (including deliverables) that are described in or reasonably inferred by the contract) and **deliverables** (the reports, documents and other items that the supplier will develop and deliver/hand over to the public authority as a requirement of the contract).

For example: when appointing a **consultant** describe the various **services, deliverables** and any **other specific requirements** that a consultant is required to perform.

Services/common tasks for a consultant may include:

* inception and progress meetings;
* stakeholder consultation;
* literature reviews;
* various studies, research and analysis specific to the scope;
* presentations of the outcomes of the services at defined intervals and the conclusion of the project;
* training sessions; or
* implementation/change management.

Deliverables for a consultant may include:

* progress reports (eg. weekly/fortnightly/monthly written progress reports);
* first drafts (eg. to be provided for review by public authority within 3 weeks of commencement);
* final drafts (eg. to be provided for review by Steering Committee within 3 weeks of the first draft);
* final reports (eg. to be provided for review by Steering Committee within 2 weeks of the final draft); or
* submission requirements (eg. no. of copies, format, sections to be included).

Other specific requirements for a consultant may include:

* specific qualifications (eg. qualified engineer, registered town planner, qualified trainer);
* requirement for security clearances for access to premises where the services will be required; or
* requirement to sign a confidentiality deed and a conflict of interest declaration.

# 5. Confidentiality

This section is optional and may not apply to all procurements.

Explain any specific confidentiality requirements or sensitive documents, information or aspects such as site access which the potential respondents and eventually the supplier needs to recognise.

# 6. Performance

Note: the contract manager will need to manage the performance of the supplier against the agreed KPIs/performance measures. It is important when developing the specification to select KPIs / performance measures that are relevant and which can be measured. Usually 3 or 4 KPIs / performance measures are sufficient.

Define 3 or 4 KPIs /performance measures, as appropriate.

For example:

* delivery or response times within agreed timeframe (eg. 1 hour response time);
* timeframes or completion dates, eg. % or proportion of milestones met on time;
* completion of performance by due date required for completion;
* complaint resolution – prompt advice of any problems and resolution;
* acceptance of deliverables by the Steering Committee (eg Recommendation Report);
* customer satisfaction with the services delivered (eg. satisfaction surveys);
* cost tracking (eg. % or proportion of costs that have been invoiced benchmarked against the agreed contract costs);
* service resolution (eg. % or proportion of issues resolved first time without follow up /escalation).

# 7. Transition

This section is optional and may not apply to all procurements.

Explain if there are any specific requirements to address the periods of transition - both transition in at the start of the contract or transition out at the end of the contract.

For example: ‘the supplier is required to cooperate fully with the public authority and other organisations including a new provider and will take all reasonable steps to ensure the transition of the contract from itself to another provider or to staff of the public authority (or any other party) and shall minimise disruption to the public authority, the public authority’s operations and all relevant stakeholders’.

Ensure requirements are addressed before and at the time of contract start-up including:

* a description of how the contract is to be handed over to the supplier at the commencement of the contract which should clearly state the responsibilities of the supplier and public authority and specify the tasks that will be performed by the supplier and those to be performed by the public authority;
* the development and submission of detailed Implementation Plans and the trigger for this activity;
* transfer or purchase of assets, equipment or materials;
* lease of office space; or
* the recruitment or training of staff.

Ensure requirements are addressed at the end of the contract including:

* provision of requested information that the public authority requires to successfully re-tender;
* a description of how the contract is to be handed on or handed back;
* the development and submission of detailed Transition Out Plans and the trigger for this activity;
* finalisation of reports;
* handover of documents and data / intellectual property;
* return of loan items or unused materials;
* return by the supplier of any electronic/hard copies of contract documentation, or documentation relevant to the provision of the contract;
* the return of any premises, infrastructure in equivalent condition to when it was handed over; and
* confirmation of relevant and approved archiving or destroying practices.

# 8. Timeframes

Explain the proposed schedule, including commencement date, milestones, completion of deliverables, and a completion date. It may be appropriate to define some dates as indicative and others as set dates, depending on the requirements of the project. Consideration should be given to whether there are any critical time frames, key dates or periods of time that the supplier must be able to service or meet.

For example: The supplier is required to meet the indicative / key dates for the following tasks:

|  |  |
| --- | --- |
| **Task** | **Date / Time Frame** |
| Inception Meeting | Within 7 days of contract commencement. |
|  |  |

# 9. Contract site(s) / location (s)

This section is optional and may not apply to all procurements.

Explain the proposed location or locations where the contract services are required.

For example explain whether the contract is for the entire state, geographic regions, CBD offices, regional offices, specific business units or specific sites; and if the supplier is required to travel (allowing potential respondents to adequately cost the travel and associated disbursement).

# 10. Contract Management

Explain the contract management arrangements to be established by the public authority for it to manage its responsibilities under the contract and also the requirements for management of the contract by the supplier.

State the level of contract management that will take place, and what the supplier needs to do to facilitate the internal management of the contract.

For example, this could include:

* the contract management resources to be provide by the public authority;
* the level of authority the contract manager will have to manage the contract; or
* expectations that the public authority has of the supplier regarding how it will manage the contract.

# 11. Glossary

This section is optional and may not apply to all procurements.

Define terms and acronyms that have been used in the specification that may not be clear to respondents.

Note: it is important to ensure a common understanding of key terms.

# 12. Appendices

This section is optional and may not apply to all procurements.

Consider and include what appendices, if any, that need to accompany the specification.