

Pre-Qualification Program

for

Change Management Services

FILE REFERENCE: UR15/312

Application Particulars

University of Technology (UTS)

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DEFINITIONS

**Change Management Services** means the provision of Change Management Services including but not limited to:

* Strategy
* Structure / organisational / position review and design
* Project managing large scale change projects
* Training / professional development for people leading change
* Training and support for people undergoing change, including resilience and preparing for change
* Process review and mapping
* Communication and stakeholder engagement
* Outplacement and career transition support/training (e.g. group and individual coaching, interview skills, resume and application writing support)
* Culture review, design and implementation

Services will be provided in accordance with the relevant Statement of Work agreed by UTS and the Qualified Provider (See Master Agreement is Schedule 2).

**Applicant** means a service provider that has submitted an Application to be considered as a Qualified Provider under the Program.

**Application** means a written application by the Applicant in the form prescribed in Schedule 1.

**Assessment Committee** means the UTS representatives who are responsible for reviewing Applications and determining suitable Applicants for membership on the UTS Qualified Change Management Services Panel.

**Qualified Provider** means a Change Management Services provider who’s Applications has been formally approved by the Assessment Committee. Such an Applicant will be included in the UTS Qualified Change Management Services Panel.

**Unsuccessful Provider** means a Provider who’s Application has been reviewed by the Assessment Committee but does not comply with UTS requirements or has otherwise been deemed unsuitable. Such Providers **will not** be included in the UTS Qualified Change Management Services Panel.

**Disqualified Provider** means a Provider who has previously been approved for inclusion on the UTS Qualified Change Management Services Panel, but who during the course of their Agreement has been removed from the Panel by UTS for reasons not limited to those listed in Section 10.

**Program** means this pre-qualification program administered by UTS which is used to evaluate and select suitable Applicants for inclusion in the UTS Qualified Change Management Services Panel for the provision of Change Management Services. **This Program DOES NOT cover the provision of related services that UTS Staff seek for personal development outside of UTS and their employment.**

**UTS Qualified Change Management Services Panel** or **Panel** means the list of Qualified Providers who have been approved for use at UTS via the Program. UTS will commence use of the Panel from 7th March 2016.

APPLICATION FOR ADMISSION TO THE PROGRAM

Applications must be complete and in the form prescribed in Schedule 1.

Applications must be delivered in accordance with the delivery instructions described in Schedule 1.

All Applicants must ensure that they comply with the following requirements before submitting an Application:

* + 1. Acceptance of the clauses in the ‘UTS Master Agreement – UTS Qualified Change Management Services” see Schedule 2).
    2. Address the following selection criteria within their application:

|  |  |  |
| --- | --- | --- |
| **Criteria** | | **Total Weighting** |
| **Change Experience and Capability** | Demonstrated expertise of consultants, breadth of knowledge, specialisations and continuous improvement/best practice | 30% |
| Track record of success within higher education or similar organisations |
| Track record of end to end management of a change project, or a component of change project |
| Demonstrated application of change management / project management principles, models, processes, behaviours and skills necessary to effectively deliver or facilitate sustainable business outcomes. |
| **Process, Methodology and Approach** | Proven success collaborating with internal and external stakeholders | 40% |
| Established range of services that can be tailored to the individual assignment and changing requirements of UTS |
| Approach to work is in accordance with UTS’ values and translate UTS values into action (<http://www.uts.edu.au/about/university/uts-strategic-direction>) |
| Demonstrated ability to align with and incorporate existing UTS frameworks, policies and processes into services provided |
| Understanding of the higher education sector and of workplace practice and culture |
| Geographic location and ability to provide on- and off-campus support appropriate to the service provided |
| **Value for Money / Fees and Costs** | Acceptance of standard UTS contract with no material changes (refer to Schedule 2) | 30% |
| Transparent and competitive pricing structure for services, ancillaries and follow on work |

Only those Applications which satisfy these requirements will be considered by the Assessment Committee.

ADMISSION PROCESS

The Assessment Committee will determine membership of the Panel to be formed under the Program.

The Panel will be comprised of Qualified Change Management Services Providers who have been approved following an assessment of their Application submitted in the form prescribed in Schedule 1 and in accordance with all instructions.

Applications may be made at any time during the life of the Program and will be assessed periodically at the discretion of the Assessment Committee.

Unsuccessful Providers may submit a revised Application after a period of 6 months has passed from being notified they were unsuccessful. Prior to the expiration of such period any Applications received from Unsuccessful Providers will be discarded without review.

In certain circumstances Disqualified Providers may at the discretion of UTS be permitted to submit a new Application after a period of 12 months has passed from being notified of their disqualification. Such permission will be granted by the Assessment Committee on a case by case basis according to the severity of the reasons for disqualification.

EVALUATION CRITERIA

Applications will be assessed according to the following evaluation criteria:

* + 1. Satisfaction of all requirements listed in Clause 2 of this document
    2. Assessment of responses provided in Schedule 1 of this document, equating to a minimum score of **70 out of 100** on the selection criteria
    3. Demonstrated expertise in the work types and specialties applied for
    4. Favourable commercial terms
    5. Favourable references from 2 current or past clients within the last 5 years
    6. Experience in the higher education sector or similar organisations
    7. Any other criteria deemed relevant by the Assessment Committee

ADDITIONAL INFORMATION FOR ASSESSMENT COMMITTEE

Where further clarification is required, an Applicant may be invited to attend an interview or phone conference with the Assessment Committee, or submit a response to specific questions in writing.

NOTIFICATION OF ASSESSMENT OUTCOME

The Assessment Committee may accept an Application (with or without limitation) or reject the Application.

UTS will notify all Applicants of the outcome of their Application in writing.

REQUEST FOR REVIEW OF THE ASSESSMENT OUTCOME

Should an Applicant believe that there are substantive grounds for UTS to reconsider their decision not to admit the Applicant to the Program, the Applicant may request a review of the decision in writing, providing full details of the reasons for the request, to:

Strategic Procurement Department

University of Technology Sydney

Level 23, Building 1

15 Broadway, Ultimo NSW 2007

UTS will inform the Applicant in writing of the outcome of the review.

CHANGES TO QUALIFIED PROVIDER DETAILS

Qualified Providers must immediately inform UTS of any significant change in their financial capacity, capability, ownership status, contact details or address by writing with full details to the Strategic Procurement department (see address in 7.1).

Failure to comply with this requirement may result in immediate disqualification.

MANAGING QUALIFIED PROVIDER PERFORMANCE

UTS will manage Qualified Provider performance through reviews of Key Performance Indicators and feedback from UTS customers including, but not limited to, via Customer Satisfaction Surveys.

UTS staff will be asked to complete a Provider Assessment for all Provider engagements. Post-engagement Provider Assessments will also be requested from these staff upon completion of all assignments.

Where no transactions have transpired during the period under review, there will be no performance review undertaken.

REMOVAL FROM THE PANEL/DISQUALIFICATION

Aside from a Providers poor performance, UTS may Disqualify and remove a Qualified Provider from the Panel entirely for any of the following reasons:

* + 1. breach of the UTS Master Provider Agreement
    2. breach of any of any terms and conditions or other mandatory requirements of this Program
    3. adverse change in business status
    4. substantiated reports of unsatisfactory performance from other organisations
    5. conviction for breach of its obligations under NSW occupational health and safety legislation or environmental protection

Before a Qualified Provider is disqualified from the Panel under clause 10.1, UTS will advise the Provider in writing of the matters prompting the proposed action and will give the Qualified Provider the opportunity to provide reasons as to why the removal from the Panel should not occur.

Where a Qualified Provider considers that there are substantive grounds for UTS to reconsider its decision under this clause, it may request a review of the decision in writing, providing full details of the reasons for the request for review to the Strategic Procurement department (see address in 7.1).

PUBLICITY

Qualified Providers must not advertise, promote or publicise in any form their admission to the Program without the written consent from UTS.

# CONFIDENTIALITY

12.1 All information provided in response to this Program is considered commercial-in-confidence material unless otherwise required by law. As such, it will be held, considered, and disposed of in confidence.

12.2 Information submitted with an Application may be subject to investigation, reference checking, searches, interviews, enquiries, and confirmation. In submitting an Application, Applicants are deemed to have authorised any such action.

DISCLAIMER

UTS reserves the right, at its absolute discretion to:

* + 1. accept an Application with or without conditions;
    2. reject an Application;
    3. suspend a Qualified Provider’s admission to the Program; and
    4. remove a Qualified Provider from the Program

QUALIFICATION NO GUARANTEE OF TRANSACTION

The receipt of qualification to become a Qualified Provider does not guarantee:

* + 1. continuity of qualification for the duration of the Program
    2. work of any kind or quantity

It is at the discretion of UTS staff members which Qualified Provider/s from the Panel they will engage for each of their requirements. UTS staff members will normally consult with their Human Resources Business Partner prior to engaging a Provider.

REVIEW AND DEVELOPMENT OF THE PROGRAM

The Program will be monitored by UTS to assess whether the objectives and intent of the Program are being met. Modifications may be made at UTS’s discretion during the life of the Program.

PROGRAM FLOW CHART



Schedule 1: Application Form

**INSTRUCTIONS:**

1. Only those Applicants who satisfy all requirements listed in section 2.3 of the Program conditions may apply.
2. Applicants must include copies of all requested documents with reference made to the corresponding section number in the application form.
3. Applications should be submitted via email to: [change@uts.edu.au](mailto:change@uts.edu.au). Please clearly label all files with your company / individual name and document name.

1. **ORGANISATION DETAILS**

Enter your details in the following table:

|  |  |
| --- | --- |
| If a Company, the Company Name | Click here to enter text. |
| If a Partnership, the Partnership Name | Click here to enter text. |
| If an Individual, the Individual’s Full Name | Click here to enter text. |
| Trading Name | Click here to enter text. |
| Australian Business Number (ABN) | Click here to enter text. |
| Australian Company Number (ACN) | Click here to enter text. |
| Registered Office Address(if a company) | Click here to enter text. |
| Site Address (principal place of business) | Click here to enter text. |
| Postal Address (principal place of business) | Click here to enter text. |
| Alternative Address (if any) | Click here to enter text. |
| Representative Name | Click here to enter text. |
| Representative Telephone Number | Click here to enter text. |
| Representative Email Address | Click here to enter text. |
| Chief Executive Officer’s Name (CEO) | Click here to enter text. |
| Main Switchboard Telephone Number: | Click here to enter text. |
| Company Email Address | Click here to enter text. |
| Website Address: | Click here to enter text. |

1. **OVERVIEW**
2. Please provide a brief overview of your company or, for a partnership or individual, your consulting history.

Click here to enter text.

1. We understand that your company may provide a range of products and services that fall within any of the Change Management Services categories. Please indicate below the types of services that your company provides and a brief summary of the services you have provided or can provide in each area (e.g. project name, course/workshop name, program title). Please leave blank those areas you do not provide services in.

|  |  |
| --- | --- |
| **Service Category** | **Summary** |
| Strategy | Click here to enter text. |
| Structure / organisational review and design | Click here to enter text. |
| Project managing large scale change projects | Click here to enter text. |
| Training / professional development for people leading change | Click here to enter text. |
| Training and support for people undergoing change, including resilience and preparing for change | Click here to enter text. |
| Process review and mapping | Click here to enter text. |
| Communication and stakeholder engagement | Click here to enter text. |
| Outplacement and career transition support/training (e.g. group and individual coaching, interview skills, resume and application writing support | Click here to enter text. |
| Culture review, design and implementation | Click here to enter text. |

1. **EXPERIENCE AND CAPABILITY**

Please indicate your suitability for the Change Management Services Panel by responding to the following:

*You may attach additional documentation to this application if required.*

|  |
| --- |
| **Change Experience and Capability** |
| * 1. Outline the qualifications, background, skills and experience of the consultants who will be assigned to UTS.   Click here to enter text. |
| * 1. Outline your program of professional development for your consultants.   Click here to enter text. |
| * 1. Detail your company’s relevant experience within the higher education sector (or similar organisations) over the last five years. Provide case studies or testimonials, as well as references we can contact to discuss your work with them.   Click here to enter text.  **Reference #1**   |  |  | | --- | --- | | Company name: | Click here to enter text. | | Assignment / Project: | Click here to enter text. | | Referee name: | Click here to enter text. | | Referee’s title: | Click here to enter text. | | Referee’s phone number and email: | Click here to enter text. | | Duration of assignment /project: | Click here to enter text. |   **Reference #2**   |  |  | | --- | --- | | Company name: | Click here to enter text. | | Assignment / Project: | Click here to enter text. | | Referee name: | Click here to enter text. | | Referee’s title: | Click here to enter text. | | Referee’s phone number and email: | Click here to enter text. | | Duration of assignment /project: | Click here to enter text. | |
| * 1. Please outline your approach to assignments in terms of your application of relevant change management / project management principles and how your approach and process contributes to sustainable business outcomes   Click here to enter text. |
| **Process, Methodology and Approach** |
| * 1. Outline your approach to client engagement and communication during a change project, including reporting, milestone achievement and resolving issues.   Click here to enter text. |
| * 1. Provide examples of successful collaboration with internal /external stakeholders during a change project, including how you ensured the overall project goals were met and overcame any challenges that arose.   Click here to enter text. |
| * 1. Provide an overview of the services or products you provide and how you are able to customise these to suit an individual assignment.   Click here to enter text. |
| * 1. Provide examples of how you have adjusted your approach to align with your client’s policies, processes, and values and describe your approach to drive UTS values in all aspects of your assignment   Click here to enter text. |
| * 1. Outline how your company stores and destroys confidential information resulting from assignments   Click here to enter text. |
| * 1. Outline your approach to building an understanding of a client company’s external and internal environment, including culture and work practices, and how this informs your assignments.   Click here to enter text. |
| * 1. List your office locations, including primary location, and facilities available (e.g. confidential meeting space, training rooms etc).   Click here to enter text. |

1. **ACCEPTANCE OF UTS TERMS AND CONDITIONS**

Please advise your acceptance of the ‘UTS Master Agreement – Change Management Services’ (Schedule 2). *Please describe and give reasons for any proposed exceptions and state any effect on your Application (including commercial terms) if the proposed exception is rejected by UTS.*

Click here to enter text.

1. **PROPOSED FEES**

Enter your proposed fees below based on the services you can provide, including how travel costs are treated, follow on work and discounts that may apply in the event of multiple assignments. Quoted fees should exclude GST.

Click here to enter text.

1. **COPIES OF REGISTRATION/MEMBERSHIP**

Attach a copy of your membership/s of relevant organisations.

Click here to enter text.

1. **COPIES OF INSURANCES**

Attach copies of insurances held including Professional Indemnity, Public Liability & Workers Comp.

Click here to enter text.

1. **COPIES OF EXISTING UTS CONTRACTS**

If your company has existing contracts in place for assignments at UTS that are likely to continue past 7th March 2016, please provide details below and attach copies of relevant contract/s.

Click here to enter text.

1. **NO COLLUSION OR CONFLICTS OF INTEREST**

In lodging a response to this Program, are you aware of any real or perceived conflicts of interest (including any existing relationships, or collusive behaviour with other Providers) that require your disclosure?

Yes  No

*Anyone failing to declare, or knowingly making a false declaration in their response is liable to criminal* [*prosecution*](http://www.lawhandbook.org.au/handbook/go01.php#id4591690) *for* [*perjury*](http://www.lawhandbook.org.au/handbook/go01.php#id4591141)*. If UTS becomes aware of an improper conflict of interest by a successful respondent after an Agreement has been executed, then UTS reserves the right to terminate the Agreement and any other contract that has been made under it, and may seek further recourse as appropriate.*

**Schedule 2 – UTS Master Agreement**

Refer to attached document titled “UTS Master Agreement – Change Management Services”.