

VMA PROCUREMENT BRIEF

OVERVIEW

Project Title	Online Accessibility for Volunteer Involving Organisations (VIOs)		
Lead Agency for funding administration	Volunteering Queensland		
Contact for Lead Agency	Andy Parkinson	Contact no.	0730027613
Date	03/10/2022	File Reference	

PROJECT BACKGROUND

The Volunteer Management Activity (VMA), funded by the Department of Social Services, seeks to build capacity of volunteer involving organisations (VIOs), through online volunteer management services, and breaking down barriers to volunteering for identified priority groups. To understand VIOs' capability to access online services, a report was finalised in August 2022, based on existing literature, reports and survey data from volunteering state and territory peak bodies. This report provides an overview on current VIO online accessibility levels and issues. However, numerous gaps were found in the knowledge base, including inconsistencies in the way that data was collected.

This project seeks to address these knowledge gaps whilst providing some consistent baseline data that can be utilised to measure success and progress through the VMA.

DESCRIPTION OF PROCUREMENT

This procurement seeks to address these gaps and inform future online services for VIOs through survey and data collection from a representative sample of VIOs, covering urban and rural areas, and organisations of different sizes across sectors throughout Australia.

The procurement will include survey design to address gaps in knowledge specific to VIOs including:

- Quality of technology that exists i.e., functionality, reliability, server power/hosting capacity etc.
- Digital exclusion
- Digital literacy and capability of users
- Cultural/language needs intersecting with online offering, access, and solutions
- Assistive technology intersecting with online offerings, access, and solutions
- Policy framing around IT and Systems Infrastructure including cybersecurity issues

Survey collection methods will require a mix of online and other collection methods designed to capture information from those for whom online access may be limited.

As the National Peak Body, Volunteering Australia has been actively consulting with the sector on the development of the National Volunteering Strategy and the Volunteer Management Online Project (VMOP). To reduce duplication, the appointed supplier will be required to liaise effectively on an ongoing basis with Volunteering Australia.

It is imperative that the data collection methodology developed, and the data definitions contained within that methodology are robust and effective in capturing a fully representative national picture of VIO online accessibility, while also reflecting jurisdictional nuances.

Following collection of data, this data will require analysis and a final report will need to be submitted as part of the procurement.

The expected contract start date is 21 November 2022
 The expected term of the contract is 31 March 2023
 The expected extension options are to 30 June 2023

EVALUATION PROCESS

The following evaluation criteria and weightings (if relevant) have been determined:

Experience and proven track record of developing high quality and engaging survey methodology and products.	40%
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Understanding of inclusive and accessibility.	40%
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Price must be competitive and reflect value for money.	20%
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There are no conflicts of interest in the evaluation team.

SUPPLIER CRITERIA

Suppliers will demonstrate at least a minimum standard of the following criteria to be considered for selection:

Capacity	Demonstrated capacity to deliver the goods or services to an acceptable standard including experience, available personnel, and other resources (including financial).
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Cost	Quoted price that reflects quality, service, and market rates.
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Compliance	Evidence of compliance with relevant regulatory requirements (such as protection of vulnerable people, OH&S, professional licensing etc.).
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Culture	Culture of understanding and commitment to the values of the volunteering community.
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Coverage	Evidence of appropriate insurances including relevant Professional Indemnity and Public Liability coverage.
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PROCUREMENT PRINCIPLES

All purchase decisions are to comply with the following procurement principles that provide a code of conduct for the procurement process:

Value	Value for money does not mean the cheapest but the best product or service attainable that doesn't compromise on quality. Where possible to minimize waste and benefit from economies of scale.
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Open Competition	Supplier selection must be bias-free and transparent. This creates a level playing field giving clarity and certainty to everyone involved. It also provides equal opportunity to all suppliers in meeting the requirements through fair competition and clear and transparent procedures.
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Ethics and Transparency	The selection process for a supplier needs to be ethical and transparent to avoid compromising the quality and value of the items being purchased. This means that all the provisions and information regarding the implementation of procurement shall be provided to suppliers.
Accountability and Record Keeping	Every person at each stage of procurement should be accountable for the decision making and process. Transparency of procedure assists in accountability and risk mitigation. Excellent record-keeping practices make it easier to trace the steps of procurement.
Equity	Ensuring a fair and uniform procurement process across all purchases provides equal and fair opportunities to work with the best suppliers.

MARKET APPROACH

Expressions of interest must be received by the due date. No late applications will be accepted.

All applications to be addressed to:

Jan Lucas, VMAC Convenor jan@volunteeringvictoria.org.au

The preferred supplier will be engaged by a formal contract.

INDICATIVE KEY MILESTONES	DATE
Quotes received	25.10.2022
Completion of evaluation	7.11.2022
Approvals	11.11.2022
Notification to successful supplier(s)	14.11.2022
Contract executed	18.11.2022
Notification to unsuccessful supplier(s)	18.11.2022
Contract commencement	21.11.2022

CONTRACT MANAGEMENT/IMPLEMENTATION

A Lead Agency- Volunteering Queensland - has been appointed to manage the relationship with the supplier and ensure progress and compliance against the contract.