

### **3. Specification**

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# Specification

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## 1. INTRODUCTION

The Port Phillip City Council (CoPP) seeks the services of professional training providers to deliver learning and development programs to the organisation. A panel of providers will be established by this tendering process. It is anticipated that the panel will consist of a range of training providers offering a variety of subjects, styles, types and levels of learning that will be delivered by professional training facilitators.

## 2. BACKGROUND TO SERVICE

To support the “Employer of Choice” objective set by the council and the “Learning Organisation” concept, it is expected that the creation of a panel of training providers will supply the range of knowledge and expertise to meet the organisations learning and development needs.

In 2009 the staff appraisal process was reviewed, rebadged as the Development Plan and launched across the organisation. Integral to the process has been the focus on the specific learning needs of our people. These needs are being collated and shaped into the 2010 Learning and Development corporate calendar.

## 3. SCOPE AND PURPOSE

Training programs include accredited and non accredited programs that will make up the core and general interest topics in the annual Learning and Development calendar.

The learning and development needs are divided into three categories with a range of examples listed in the table below:

<b>Computer Skills</b>	<b>Business Skills</b>	<b>Personal Skills</b>
Illustrator Photoshop Practical Project Management Microsoft Office suite to include: Word – all levels Excel – all levels Powerpoint Outlook Access Publisher	Management Leadership Project Management Risk Management/Fraud Business writing/report writing Contract Management Financial Management Customer Service Performance Management Privacy	Conflict Resolution Dealing with Difficult Clients Dealing with Challenging Behaviour Cultural Awareness/ Diversity Time Management Assertiveness Career Development Equal Opportunity OHS First Aid Negotiation Public Speaking

The accredited programs cover a range of Certificate IV and Diploma programs required to meet minimum job requirements across the organisation.

A level of customisation of course content may be required to ensure the relevance to and the engagement of learners.

### **3.1. Contract Term**

The contract period will be for two years with an option at Council's discretion to extend for a further one year.

There is no estimation available on the volume of work to be provided to panel members thus no minimum work can be guaranteed.

## **4. FEE STRUCTURE**

Training providers should include the following in their tender submission:

- Hourly rate
- Half Daily Rate
- Daily Rate

and details of any other fees, charges or conditions, including details of Cancellation Policy and if rates are inclusive of learning materials.

## **5. SELECTION CRITERIA**

- Price.
- Capacity to meet the requirements of the specification

## **6. EVALUATION CRITERIA FOR SERVICE PROVIDERS**

The key evaluation criteria and method of collection which will apply to Service delivery are:

- |    |                     |                        |
|----|---------------------|------------------------|
| a) | Course satisfaction | (Participant Feedback) |
| b) | Quality of Service  | (Sponsor Survey)       |

Reference checks may be conducted for shortlisted applicants.