



Green Army FAQs for Service Providers

THE PROGRAMME

What is the Green Army?

The Green Army is a voluntary programme for 17-24 year olds to encourage hands-on, practical grassroots conservation action as a means of addressing environmental and heritage priorities. The Green Army will provide young people with skills, training and experience to improve their employment prospects while participating in Projects that generate real and lasting benefits for the environment and heritage places.

Where can I get more information about the Green Army?

Visit the Green Army website www.environment.gov.au/green-army for the latest news, information and announcements concerning the Programme. You can also subscribe to the Green Army mailing list by emailing GreenArmy@environment.gov.au

SERVICE PROVIDERS

What does a Service Provider do?

Service Providers engage, manage and train Participants. Service Providers also recruit Team Supervisors, manage activities, report on progress and deliver the Programme's administrative components.

When will Service Providers be contracted?

The Government will contract Service Providers as soon as possible after a thorough assessment of the tenders received. The assessment period will take about six weeks.

How long will Service Providers be appointed for?

Service Providers will be appointed for three years, with the possibility of extending the contract for a further two years.

Can a group or consortium tend for a Service Provider role?

Yes, Service Providers can be single or part of a group tender to deliver the services required. Where there is a group tender arrangement, a lead legal entity must be nominated for contractual requirements.

Are Programme Guidelines available?

Yes, the *Green Army Programme Guidelines 2014-2017* are available at: www.environment.gov.au/green-army
The Guidelines inform Service Providers of their rights, responsibilities and obligations in delivering the Programme. The guidelines also provide operating details for Service Providers about the Participants and reporting to the Department.

Is it possible to review the draft Green Army Deed of Standing Order prior to submission?

Yes, the draft Deed of Standing Offer will be published at www.environment.gov.au/greenarmy as soon as possible and prior to the tender period closing date of 7 May 2014.

I have an enquiry relating to the Green Army Request for Tender, who can I contact for assistance?

For enquiries relating to the Green Army Request for Tender please contact the Green Army Request for Tender Hotline on **1800 074 807** or email GreenArmy@environment.gov.au

TENDER PROCESS AND TECHNICAL ISSUES

Where is the request for tender information?

The Request for Tender for Service Providers is available on AusTender at www.tenders.gov.au

When does the tender close?

Tender applications close 4pm Canberra time **7 May 2014**.

What are the details of the webinar sessions?

The webinar sessions will be held on 7 April 2014 and 11 April 2014 at 2 p.m.

The sessions will cover a number of issues in relation to both the Green Army Programme and the tender process, including a description of Green Army Programme services, the conditions of tender, the tender evaluation process and preparing a tender as well as offering prospective tenderers the opportunity to ask questions.

The session will take approximately two hours.

If you would like to register for either session, please email your preferred session together with your name, the name of your organisation, your phone number and email address to greenarmy@environment.gov.au

What is AusTender?

AusTender is the website used by the Australian Government to advertise and administer government related tenders. You can access the Green Army Request for Tender application forms and other relevant information from AusTender at www.tenders.gov.au

Why do I need to register with AusTender?

You must register with AusTender to be able to download tender information. If you are a registered user, you will also automatically receive notifications through your nominated email advising of any addenda, updates or changes to the RFT.

What documents do I have to download from AusTender?

The Green Army RFT documents are contained in a Tender Pack that includes the following:

- GA RFT.pdf
- GA RFT.docx
- Financial and Credentials Information Form.xls
- Subcontractor Credentials Information Form.xls
- Part A – Tender Declaration.pdf

- Part B – Tender Information.pdf
- Part C – Project Budget.pdf
- Part D – Selection Criteria.pdf

I am having a problem downloading the RFT and other files from AusTender. What do I do?

Help or advice in relation to the use of AusTender can be obtained by contacting the AusTender Help Desk by phone or email.

Phone: 1300 651 698

International: +61 2 6215 1558

Email: tenders@finance.gov.au

You may also access the AusTender Public User Guide – December 2013.pdf document published on the website.

What operating systems are supported?

The tender forms can be run successfully on any of the following operating systems:

- Windows 2007
- Windows 2000 Professional with Service Pack 4
- Windows XP Home Edition with Service Pack 2, also covers Windows XP Business Edition, Windows XP Professional Edition
- Windows Vista Home Premium with Service Pack 1, also covers Windows Vista Professional Edition, Windows Vista Ultimate Edition
- Windows 8
- Windows Server 2003 Standard Edition, or
- Apple Macintosh (if using a 'Windows Emulator' or computers with dual booting capacity).

If you do not have one of these operating systems or do not have access to a supported operating system, contact your organisation's IT support staff.

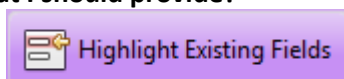
I have downloaded the Tender Pack from AusTender but I can't open the PDF forms, what do I do?

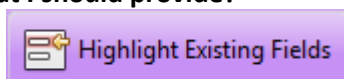
You would need to download a copy of Adobe Reader. A free version of this software is available from the Adobe website at <http://get.adobe.com/reader/>

Do I need any software programs installed in my computer before I start filling in the application forms?

Yes. You should have at least Adobe Reader, Microsoft Word, and Microsoft Excel available on your computer. If you do not have these programs, contact your organisation's IT support staff.

Is there any mandatory information in the form that I should provide?



Yes. The Department recommends that you click on  which is located on the top right-hand corner of the PDF form before filling in any information. This will highlight in red all mandatory fields in the form that should be answered.

Does the Department have a standard font the forms must be completed using?

The forms have been developed using the Calibri font. However, in completing the forms you can use any other font as long as it is legible and not a foreign type face.

I am having problems filling out the forms. Who do I contact for assistance?

If you are having any technical difficulties relating to the use of any of the forms, you may contact the Green Army Hotline through:

Phone: 1800 074 807

Email: greenarmy@environment.gov.au

I have printed Part A - Tender Declaration and signed it, what do I do next?

The Department will not accept scanned or hard copy versions of Part A - Tender Declaration, Part B - Tender Information, Part C - Project Budget or Part D - Selection Criteria. Selecting **Yes** in the box next to “I agree to the Tender Declaration” at the end of the document will be considered your electronic signature.

I am applying for business in more than one State or Territory, what do I do as there is only one Part D?

A separate response to the selection criteria for each State or Territory for which you are applying must be provided. For each response, indicate in Question “2 Jurisdiction Bidding” the State or Territory to which the responses to the Selection Criteria relate.

For example, if ABC Company is tendering for business in NSW and Victoria, two versions of Part D should be provided. These would be:

Part D ABC Company New South Wales.pdf

Part D ABC Company Victoria.pdf

Can I use Microsoft Word in drafting my responses to the Selection Criteria?

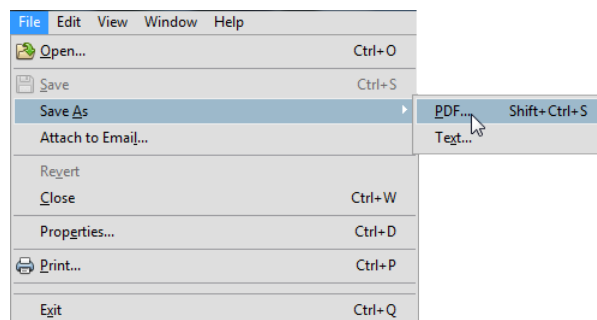
Yes. You may use word processing software in drafting your responses to the Selection Criteria then copy and paste your final responses into the PDF form provided.

You can also use the character count functionality (if available) of the word processing application you are using. However, if there are inconsistencies with the character counts in Part D – Selection Criteria.pdf, the character counts in the provided form will prevail.

It is important to note that if tables and graphs are included in your response to selection criteria, they may not appear in the same format when copied and pasted from word processing software to PDF.

How do I save my files? Is there a naming convention that I should follow?

To save the PDF files in its original format, go to “File > Save As > PDF” as illustrated below then navigate to the directory where you would like to save the file in.



Yes. Files should follow this naming convention.

- **Part A Your Tenderer Name** (in pdf format)

- *Part B Your Tenderer Name* (in pdf format)
- *Part C Your Tenderer Name* (in pdf format)
- *Part D Your Tenderer Name State or Territory* (in pdf format)
- *Financial and Credentials Information Form Your Tenderer Name* (in Excel format)
- *Credentials Information Form Your Tenderer Name* (if applicable) (in Excel format)
- *Fair Work Proforma Your Tenderer Name* (if applicable) (in MS Word format)
- Proof of Registration Under the 5B2 of the Corporations Act (CTH) (if applicable) (in MS Word format)

These files must be saved in the original file format only.

Important: DO NOT submit scanned or hard copy versions of any of the forms. The original file format is required to automatically extract information from these forms.

After saving my documents using the recommended file naming convention, is there anything else I need to do before submitting my Tender response through AusTender?

When you have completed the forms, you will need to save them all in one folder on your computer. You will then have to 'zip' (or compress) the entire folder prior to lodging your tender through AusTender. As the combined length of your file path and file name must not exceed 100 characters, ensure that your files are not located deep in your directory structure.

Compressed folders can contain one or more files which make it easier for files to be kept together and more efficient to email, download and store.

WinZip is one type of compression software that you may use. This is not free software but you may download a free trial of WinZip from www.winzip.com/index.htm. Once the software is installed, you may begin creating your zip folder, ensuring that you have included all required files.

If you expect the zipped folder to exceed 20 megabytes, we recommend that you upload your tender through AusTender during off-peak times, either very early in the morning, late at night or on a weekend. You must also ensure that the upload is completed before the Tender Closing Time and Date referred to in the RFT.

I have lodged my tender on AusTender but it is incorrect and I want to change it?

Once you have lodged a response on AusTender, the response cannot be changed or withdrawn. If you wish to change any information in a lodged response prior to the Tender closing time and date referred to in the RFT, you will need to submit a new response to AusTender then notify the Green Army Hotline of:

- the legal name and the ABN of your organisation
- the time and date on the AusTender tender receipt of the latest upload
- the time and date of any previous uploads
- the reason for submitting a new tender.

Please note that the initial response, and any other superseded responses, will not be considered any further.

I receive an error when I attempt to upload my zipped Tender response to AusTender ?

Ensure that the files you submit:

- have been checked for viruses
- do not contain any special characters such as (\ / : * ? " < > |) in the file names
- when combined with the file path, do not exceed 100 characters in length.

If problems persist, immediately contact the AusTender Help Desk.

Phone: 1300 651 698

International: +61 2 6215 1558

Email: tenders@finance.gov.au

Section 3.14 Financial Viability and Other Checks of the RFT requires that I submit financial statements to demonstrate my organisation's financial viability. Where do I attach these files?

Financial statements and other documents required for checking your financial viability should be included in the zipped folder that you will lodge through AusTender.

All files that you would like to lodge as part of your Tender response should be included in this folder.