



## PART A

### REQUEST FOR QUOTE - LEARNING SERVICE PROVIDERS INFORMATION ABOUT THIS RFQ

#### Lodgement details

|               |   |
|---------------|---|
| Closing time: | 3:00pm (AEST)                             |
| Closing date: | Tuesday 7 November 2017                   |
| Method:       | Electronic submission via email Refer p.7 |

#### IPAA NSW contact

|        |                              |
|--------|------------------------------|
| Name:  | Tracey Kick, Program Manager |
| Email: | Tracey@nsw.ipaa.org.au       |

#### Compulsory briefing dates

|               |   |                                     |
|---------------|---|-------------------------------------|
| Face to Face: | Tuesday 24 October 11:00am (AEST)<br>Tuesday 24 October 1:00pm (AEST) | Register via email<br>by 20 October |
| Webinar:      | Tuesday 24 October 3:00pm (AEST)                                      |                                     |

#### RFQ documents

|            |   |                          |
|------------|---|--------------------------|
| PART A     | Information about this RFQ                        | PDF                      |
| PART B     | Respondent application form                       | MS Word                  |
| PART C     | Detailed response form                            | MS Word                  |
| PART D     | Conflict of Interest form                         | MS Word                  |
| APPENDIX A | <i>IPAA NSW Curriculum Framework</i>              | PDF                      |
| APPENDIX B | <i>The NSW Public Sector Capability Framework</i> | <a href="#">DOWNLOAD</a> |

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## 1. BUSINESS OBJECTIVES

This Request for Quote (RFQ) seeks applications from service providers to supply to the Institute of Public Administration Australia (IPAA) New South Wales (NSW) Division with the learning services described in this RFQ.

## 2. BACKGROUND

IPAA NSW is a professional association that delivers programs and services to those working in and with the NSW public sector. Membership comprises a diverse group of approximately 4000 professionals from both the private and public sector ranging from recent graduates through to business executives, consultants and academics. IPAA NSW also engages with a broader community of approximately 15000 people who use their services.

IPAA NSW is a trusted learning and development provider within the public sector. For many years, IPAA NSW has continued to deliver a wide variety of course and program topics, primarily in face to face classroom learning mode. More than 7000 learners engage with IPAA NSW on an annual basis to participate in professional development events and learning opportunities. The current training and professional development model has been successful both in terms of building public sector capability, and as a business product, however, learning is changing and so are workplaces.

IPAA NSW is committed to evolving to meet the changing needs of our members and the wider public sector. In doing so, there is a need to become more agile, relevant and contemporary.

From 2018, IPAA NSW will introduce supported and facilitated online and blended learning using the newly developed learning platform, *Illuminate*, to provide rich, relevant and more flexible learning programs and events aligned to the 70:20:10 model of learning.

This model will support a culture of continuous learning and the curation of flexible and scalable learning resources, while providing learners and agencies with choices about the way they develop capabilities and engage in learning. IPAA NSW will have increased focus in supporting the public sector workforce at their place of work through innovative use of technology, coaching and our supported learning model.

This approach will result in the achievement of improved and consistent learning outcomes, and desired behavioural change in workplaces. It will also provide many more bite sized and flexible options to promote continuous learning and development opportunities for individuals, members, agencies and the wider public sector.

## 3. DELIVERABLES

IPAA NSW is seeking to engage the services of learning providers to deliver learning and development services to the NSW public sector and other government and non-government customers.

Deliverables include:

- a) Short courses and Programs that meet the *IPAA NSW Curriculum Framework 2017-2018*

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- b) Learning content aligned to the *NSW Public Sector Capability Framework* and application of guides and resources from the NSW Public Service Commission
  - c) Courses and programs address that reflect the IPAA NSW Learning Principles
  - d) Pre-learning materials and activities for participants to use in blended learning environments
  - e) Learner materials and resources for face to face and/or blended learning, developed using the ADDIE model and underpinned by contemporary learning theory, and adult learning principles
  - f) Workbooks, if required, are delivered in interactive PDF format according to the IPAA NSW style guide
  - g) Facilitators that are suitably qualified to deliver courses and programs
  - h) Online/elearning components for potential licensing or use in programs
  - i) Customisation where relevant
  - j) Assessment where relevant
  - k) Links and mapping to further learning pathways where relevant.

## 4. DETAILED DESCRIPTION / SCOPE OF ACTIVITIES

### 4.1 IPAA NSW Curriculum Framework 2017-2018

The IPAA NSW Curriculum Framework 2017-2018 has been developed in response to research into capability gaps, workforce and learning and development trends. It is:

- mapped to achieving the behaviours expected within each capability group and at various levels from the NSW Public Sector Capability Framework
- is planned to create pathways to accreditation and qualifications through our learning partners
- is planned to provide learners with more choices about the way they learn through a blended learning approach.

### 4.2 NSW Public Sector Capability Framework

The **NSW Public Sector Capability Framework** is a key deliverable against the Public Service Commission's Strategic Priority to develop NSW public sector capability. The Framework provides a common foundation managing performance, capability development, and career planning.

The IPAA NSW Curriculum Framework is aligned to the Capability Framework. Learning providers will be required to demonstrate how courses and programs meet outcomes within the framework and the level of capability addressed through the course content. All course content should be tailored to the NSW public sector. Additional customisation may be required. Customisation rates will be determined by IPAA NSW, and will be based on commercial instructional design rates.

### 4.3 IPAA NSW Learning Principles

IPAA NSW is committed to providing members, partners and customers with a range of learning services devised in collaboration with the public sector. The

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learning principles: flexible, relevant, innovative and accessible underpin the IPAA NSW curriculum framework. Learning providers will be required to demonstrate how course and program design meets the following:

*Flexible*

Our learning services provide options around what, how, when and where our members and customers can engage in continuous learning and development.

*Relevant*

Our learning services are developed for, and in collaboration with, the public sector, our members, and our customers. All learning events, courses and programs are aligned to the NSW Public Sector Capability Framework and can be customised for any workplace.

*Innovative*

We utilise technology to provide quality learner-centred experiences and leading edge design in a range of learning environment.

*Accessible*

Our learning services are accessible and inclusive. We offer support and reasonable substitutes/changes in our programs and courses for our learners.

#### **4.4 Blended learning**

IPAA NSW customers have indicated that the preferred learning style for acquiring and applying new skills is through face to face training. IPAA NSW continue to deliver face to face courses and programs, while providing online and virtual environments to value-add to the learner experience.

The IPAA NSW learning platform *Illuminate* will be utilised for every learning course and program. This will provide opportunities for learners to access pre-course knowledge, enable peer and facilitator interaction, and share relevant workplace tasks. All of these learning experiences are delivered direct to the learner via their mobile or work device.

It is expected that facilitators will engage with IPAA NSW to utilise *Illuminate* and providers should demonstrate opportunities to learn theoretical components in an online environment to ensure face to face courses focus on application of skills.

#### **4.5 Adult learning and instructional design**

IPAA NSW is committed to creating supportive learning environments that promote the achievement of outcomes. In doing so, IPAA NSW courses and programs should be developed to the highest standards of adult learning and instructional design principles.

Learning providers will be required to demonstrate application of these principles

#### **4.6 Facilitators**

Facilitators of learning courses and programs are required to demonstrate the application of adult learning principles, expertise in their chosen area, and proven ability to engage learners through meaningful and practical activities. Facilitators are required to demonstrate a record of working with the public sector. All facilitators who are selected to deliver learning programs and courses on behalf of

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IPAA NSW will be required to attend a half day induction and professional development day. A Curriculum Vitae/ Biography of facilitators is required as part of this RFQ – refer PART C.

#### **4.7 Other learning components**

Learning service providers have the opportunity to demonstrate value-add components, such as existing programs that meet capability requirements, elearning modules, multimedia presentations, formative and summative assessments, pathways to formal VET or post graduate qualifications, and other strategies that enhance the learner experience.

#### **4.8 Organisational capacity**

Learning services providers are required to provide details of their capacity to deliver courses and programs including:

- the overarching governance structure that the provider proposes to apply to the provision of the requirements
- the extent to which the provider will utilise personnel from within its organisation
- the extent to which the provider will rely on nominated sub-contractors and suppliers to provide the required services
- the extent to which such personnel, whether provided through the provider or sub-contractors, are readily available given other concurrent projects.
- proven experience in working with and in the public sector

### **5. STANDARDS OF BEHAVIOUR**

Just as IPAA NSW expects its staff to behave ethically, we expect high standards of behaviour from service providers and individuals that do business with us. All individuals and organisations that deal with IPAA NSW must adopt these standards of ethical behaviour. IPAA NSW is committed to promoting integrity, ethical conduct and accountability in all areas of public administration.

### **6. INSURANCES**

IPAA NSW requests that learning service providers establish and maintain adequate insurance coverage for the following categories:

- Professional Indemnity Insurance (minimum cover of \$10M)
- Public Liability Insurance (minimum cover of \$10M)
- Workers Compensation.

**Copies of current Insurance Certificates of Currency are required to be submitted with your RFQ for all specified insurances.**

### **7. WHS REQUIREMENTS**

By lodging this RFQ, the service provider represents and warrants that, as at the date of the tender and throughout the provision of services, the tenderer is compliant with the NSW Work Health & Safety Act 2011 and the Work Health & Safety Regulations 2011. These documents are available at <http://www.workcover.nsw.gov.au/law-and-policy/legislation-and-codes/work-health-and-safety-legislation>.

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## 8. ADDITIONAL INFORMATION

Please visit the [IPAA NSW website](#) for information about current curriculum, length of courses and sample course content. The new curriculum in APPENDIX A is not published on the IPAA

Please visit the [NSW Public Service Commission website](#) for useful information and resources. The document ***Behaving Ethically*** is a particularly useful guide for courses and programs in the following capabilities: Personal Attributes, People Management and Business Enablers.

## 9. RFQ TIMEFRAME

| Activity                                 | Date                            |
|--|---------------------------------|
| Issue Request for Quote (RFQ)            | Monday 16 October 2017          |
| Compulsory supplier briefing             | Tuesday 24 October 2017         |
| RFQ closing date                         | Tuesday 7 November 2017         |
| RFQ evaluation period                    | 14-20 November 2017             |
| Recommendations to CEO                   | Wednesday 22 November 2017      |
| CEO reviews and endorses recommendations | Thursday 30 November 2017       |
| Successful suppliers contacted           | Week commencing 4 December 2017 |
| 2018 Contract commencement               | 1 February 2018                 |
| Evaluation of procurement completed      | February 2018                   |

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## 10. RESPONDING TO THIS RFQ

Refer directly to:

|            |   |
|------------|---|
| APPENDIX A | <i>IPAA NSW Curriculum Framework 2017-2018</i>                    |
| APPENDIX B | <u><a href="#">The NSW Public Sector Capability Framework</a></u> |

**Complete and return as single PDF or Zipped file to [learning@nsw.ipaa.org.au](mailto:learning@nsw.ipaa.org.au)**

- ☐ **PART B** Respondent Application Form – Once only
- ☐ **PART C** Detailed Response Form – for each curriculum area or group of areas to be addressed
- ☐ **PART D** Conflict of Interest Form – Once only

**Attach:**

- ☐ Insurance documentation
- ☐ All additional requirements from **PART C**

**Book briefing session via email by COB Friday 20 October [learning@nsw.ipaa.org.au](mailto:learning@nsw.ipaa.org.au):**

- ☐ Tuesday 24 October 11:00am – IPAA NSW OFFICE, Bligh St, Sydney
- ☐ Tuesday 24 October 1:00pm – IPAA NSW OFFICE, Bligh St, Sydney
- ☐ Tuesday 24 October WEBINAR 3:00pm

## 11. CLARIFICATIONS

Questions in relation to this RFQ are to be directed to the Program Manager, Tracey Kick, via email [learning@nsw.ipaa.org.au](mailto:learning@nsw.ipaa.org.au). IPAA NSW will endeavour to respond to questions within 48 hours. Note that the Project Manager is employed part time.