

How to Respond to the Invitation to Tender Aerial Firefighting Services 2015+



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HIGH LEVEL PROCESS

RECOMMENDED TENDERER TASKS

It is recommended that Tenderers apply the suggested process noted below. The key documents are available on the NAFC website (www.nafc.org.au). All of the documents are available in NAFC's Electronic Tender Portal (NETP).

Review Documents

- •NAFC Standards / Guidance Notes
- •ITT AFS document
- Specimen Contract
- Services Table
- Aircraft and Services
 Tender Form

Consider Response

- •Select aircraft and Services to respond to
- Multiple Services
- •Contract compliance
- •Compile response data

Complete

- Review the process for completing the response in the portal (shown below)
- Register in the portal
- •Complete the response
- Review and submit

REVIEW DOCUMENTS

Tenderers are expected to have thoroughly reviewed all of the documents below prior to commencing a response.

HOW TO RESPOND TO ITT AFS 2015+

Read this guide through before preparing to respond.

NAFC STANDARDS & GUIDANCE NOTES

Tenderers are expected to have reviewed and understood the NAFC Standards and Guidance Notes which are available and updated from time to time on the NAFC website: http://www.nafc.org.au



INVITATION TO TENDER AFS 2015+

The Invitation to Tender document is referred to here as the ITT.

INTRODUCTION

The introduction of the ITT presents contextual statements for the tender. This section also contains the definitions of common terms used throughout the tender. These definitions are consistent with those defined terms used in the Specimen Contract.

PART A – TERMS AND CONDITIONS OF THE TENDER

Part A of the ITT describes the plan for the stages of the tender, the conditions for participation and the method of lodgement.

PART B - SERVICE REQUIREMENTS

Part B of the ITT describes the Services required, availability levels, the contracting conditions and options and a range of requirements around delivery of the Services including specialist tasks.

PART C - TENDER RESPONSE

Part C of the ITT describes the response, comprising nine sections:

Tenderer Information – Details of the organisation;

Declarations – Acceptance of the terms of the ITT and other items;

Executive Summary - a summary of the response;

Organisation – Details of the organisation structure, ownership, history and experience. The section also requires details of the skills and experience of the management and operations staff. This section includes financial information, incidents and current references

Management Systems – Details of the systems used to manage the organisation, such as Quality Management, Safety Management, Workplace Health and Safety, Emergency Response Plans, Flight Crew, etc.;

Infrastructure and Maintenance – Requires details of the facilities and maintenance support proposed for the Services;

Aircraft and Services – Proposed aircraft, aircraft specifications and Services tendered for. Detail of technical information is requested along with separate narrative documentation to support the technical data;

Contract Compliance – Confirmation of compliance to the NAFC Specimen Contract and Schedules and to the Preferred and Optional clauses;

Certification - Available certification such as Air Operators Certificate and others.



NAFC SPECIMEN CONTRACT

The Services to be provided by the successful Tenderers will be in accordance with a contract based on the Specimen Contract. The Specimen Contract is available at the NAFC website Tenders page and on the portal.

ITT AFS 2015+ TABLE OF SERVICES

The Services required for the ITT AFS Services 2015+ are defined in the document (ITT AFS 2015+ Appendix 1: Table of Services). This document is in both PDF and MS Excel format in the Job Info tab of the portal.

AIRCRAFT AND SERVICES TENDER FORM

The data required to be compiled on each aircraft and Service is defined in the Aircraft and Services Tender Form (an MS Excel template) available on the Job Info tab of the portal.

PREPARE TO RESPOND

Tenderers may tender for one or more of the individual Services. A single tender response should include all of the Services being tendered and all of the options offered for each Service. Only one tender response is permitted for each Tenderer.

Noted below are suggested subjects for consideration by Tenderers. These are not directions and should not be interpreted as the entire task of preparation. Refer to the ITT, Terms of Participation.

SELECT AIRCRAFT & SERVICES

Determine the specific Services to tender for. Refer to the AFS 2015+ Table of Services, Part B of the ITT and the Aircraft and Services Tender Form.

MULTIPLE SERVICES

Perform analysis to determine the organisational capacity to perform Services and to deliver additional capability. Refer to the AFS 2015+ Table of Services, all of Part B of the ITT and the NAFC Specimen Contract.



CONTRACT COMPLIANCE

Consider the Service delivery, contractual commercial and financial risk in contract departures. Refer to Part A and Part B of the ITT and the NAFC Specimen Contract. Consider the 'Preferred' and 'Optional' clauses and complete a compliance form in the portal.

COMPILE RESPONSE DATA

Tenderers will note, from the ITT response section, Part C, that there are 9 major response subjects. Of these one is most significant in scope and complexity: 'Aircraft and Services'.

HOW TO USE THE PORTAL

HOW THE PORTAL WORKS

The NETP is a secure system with features that enable online tender submissions and evaluations. The portal manages the documents and workflow of a tender. The major benefits are:

- Secure storage of data and immediate availability of tender documents and responses;
- No need for paper submissions or collation of a wide variety of data from dispersed sources;
- Consistent use of format and presentation of data to eliminate non-comparable submissions;
- Tenderers can re-open, amend and re-submit the response until the closing date, and;
- The system enables remote evaluation and a range of reporting tools.

Tenderers do not have to re-create ITT AFS 2015+ documents or format and do not need to present their own form of response documents.

All the templates for completion are provided in each tab in the portal.

It's mostly a document download, complete, save and upload process.

Some users may need to activate an 'Enable Edit' function in MS Word, when downloading files from the internet.

PORTAL ISSUES AND CONTACTS

For issues regarding the content of the ITT, any issue related to the Services, the NAFC Specimen Contract, and interpretation, direct enquires to tenders@nafc.org.au. No phone contact is permitted in relation to this ITT. Tenderers can also contact NAFC using the 'Contact Job Manager' button on the top right-hand of every portal screen.

In most circumstances, answers to any questions submitted regarding the ITT AFS 2015+ will be provided via email and/or as Addenda in the NAFC Electronic Tender Portal or via email. These Addenda will be available to all organisations who have registered in the portal for this ITT.



For issues related to access to the portal or the functions of the portal, direct these queries to support@langeconsulting.com.au.

LOGGING INTO THE PORTAL

EXISTING USERS:

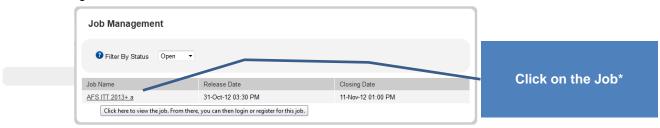
Users with an existing account can simply 'Login' at https://360users.apetsoftware.com.au/Jobs.aspx

NEW USERS:

New Tenderers can 'Register' an account and then login. There is no other formal registration process. Use the following URL link to the tender portal:

http://360providers.apetsoftware.com.au/Public/PublicJobs.aspx?Code=nafcatm

The portal terminology for a Tender is a 'Job'. Jobs appear when they have been released by NAFC. Proceed through the screens as follows:



^{*}The job name will read: 'AFS ITT 2015+'







RECOMMENDED PROCEDURE FOR COMPLETION

Create three subdirectories on your local hard drive:

1. Job Info:

For the supporting documents which make up the Tender. These are the files downloaded from the Job Info tab only;

2. Other Documents:

For the support information and other data compiled by the Tenderer, and;

3. Response:

For the documents that are to be downloaded from the 9 other response tabs, completed, saved and uploaded back to the portal.

In total, there are **10 tabs**, or sections, in the portal (see below). The first section, '**Job Info**', is a short definition of the ITT and provides copies of the major supporting documents.

Following 'Job Info' are **9 tabs**, each of which requires completion of one or more response documents. As you go through the tabs each document must be downloaded, completed, saved and uploaded. These 9 tabs correspond to each section of Part C of the ITT.

Following Registration, always use the following link to log on and complete further work on the response. http://360providers.apetsoftware.com.au

- Download all of the Job Info tab Supporting Documents to the Job Info subdirectory you created on your local drive. These are the reference documents for the ITT. Review all of the documents before you begin preparing a response.
- Go back into the portal and complete the download files in 9 tabs, one by one. Save to your local drive and then upload them into the portal as you complete them.
- Review and then submit the response in the portal. Whilst completing tabs, keep the Job Info Supporting Documents and Part C of the ITT nearby for reference.

Guide notes are provided below for completion of each tab in the portal.



IMPORTANT ADDITIONAL NOTES

Following Registration, always use the following link to log on and complete further work on the response.

https://360providers.apetsoftware.com.au

The format and order of the response templates downloaded from the portal must not be amended or reorganised. Please do not change any file names.

In the response documents from the Executive Summary tab through to Aircraft and Services tab, Tenderers are able to provide answers to questions in 'free-form', that is the forms allow a response that is as extensive as Tenderers determine is appropriate. While NAFC encourages thorough responses, please attempt to be concise.

Tenderers are invited to attach additional visual material (graphical, narrative or pictorial) at particular points in the response. Only materials relevant to the tab subject should be uploaded. Tabs where additional uploads are not permitted are the Executive Summary, Contract Compliance and Completion tabs. Please use the following naming convention when attaching additional files: Company Name_File Name, e.g.: Aeroworld_AOC.doc. To upload additional files, simply press the 'Upload File' button on the relevant tab.

If you would like to move ahead to a tab or simply download all of the response documents, use the tabs to navigate directly.

Tenderers can re-open, amend and re-submit the response until the closing time/date.

Before submitting a response, Tenderers should:

- take all steps to ensure that the tender is free from anything that might reasonably affect useability or the security or operations of NAFC's Electronic Tender Portal and/or NAFC's computing environment;
- ensure that tender files do not contain macros, script or executable code of any kind unless that specific material has previously been supplied and approved in writing by NAFC; and
- c. ensure that the tender complies with all file type, format, naming conventions, or other requirements advised by NAFC.

Tenderers must allow sufficient time for tender lodgement, including time that may be required for any problem analysis and resolution with NAFC's electronic tendering portal prior to the closing date.

Please ensure you make yourself aware of NAFC's electronic tendering portal process if you are not familiar with it.

Tenderers should lodge their tender in accordance with the requirements set out in Part A of the ITT. Failure to comply with any or all of these requirements may result in the tender not uploading successfully or may eliminate the tender from consideration.



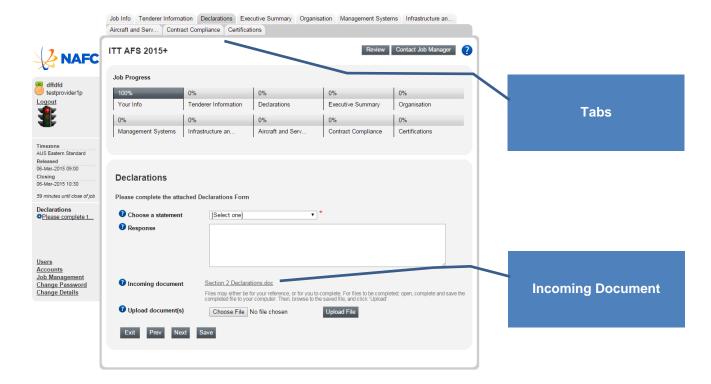
DOWNLOADING AND UPLOADING

The simplest way to remember the process for the 9 tabs is:



There is only one exception to this process. The 'Aircraft and Services Tender' Form (an MS Excel workbook) where the data about the aircraft and Services tendered is input for the response. This form is provided in the Job Info tab (the first tab). However, it will be requested to be uploaded at response tab 'Aircraft and Services' (the eighth tab).

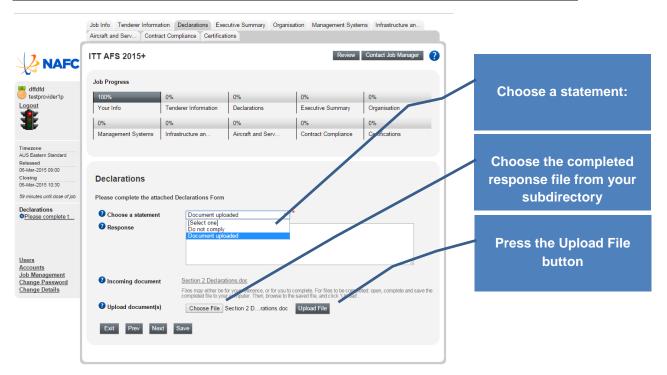
All the download documents in the 9 response tabs are situated in the same position on each portal tab, called **Incoming Document**:



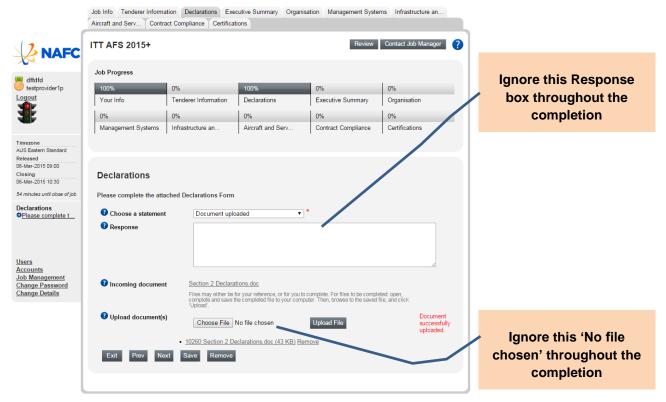


At each tab, where a response is required to be completed, follow the following steps

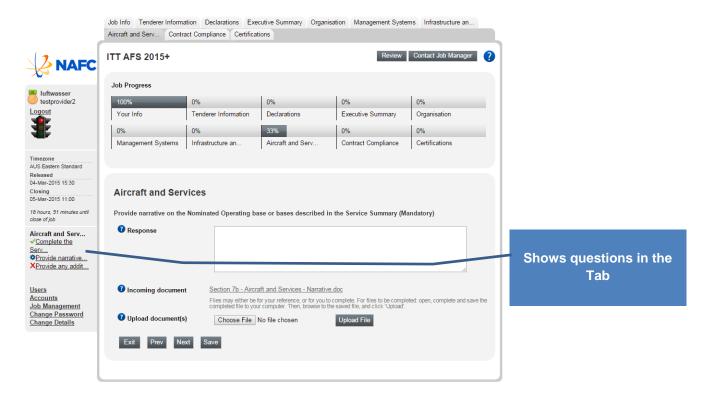
Step	In the Portal	On your Local Drive
1	Click on the Incoming Document . This will open a file or your system will request where you want to save it.	
2		Save the file to your Response subdirectory and do not change the name of the file. Your response will be completed in each of these files.
3		Complete the file content as requested.
4		Save and close the file in your subdirectory
5	Return to the portal and upload the document by pressing 1. Choose a statement 'Document Uploaded' 2. Choose File. Retrieve the document from the Response subdirectory. When selected, press Upload File. The portal will show the message: 'Document successfully uploaded'	
6	Press the Save button and proceed by pressing the Next button.	







Note the message block close to the bottom of the left column. This shows the questions in the tab that the Tenderer is responding to. Users can click between the questions if they want to check their response in progress.





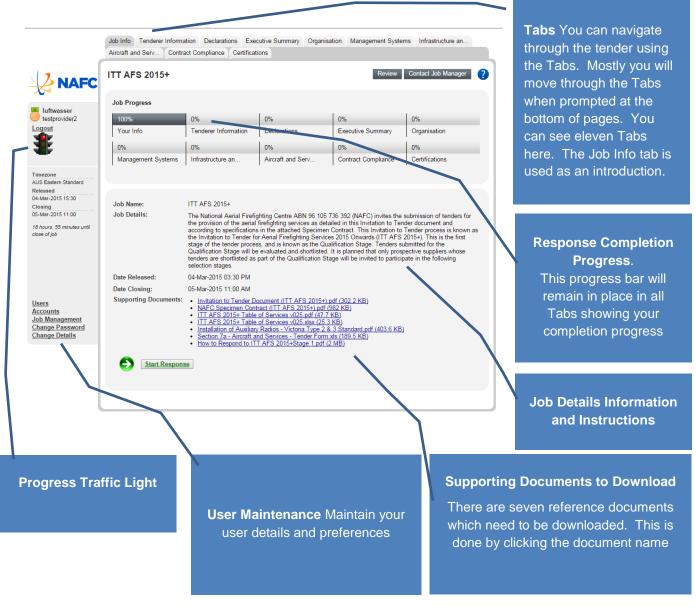
COMPLETE THE RESPONSE

TAB: JOB INFO

Number of Files to Download

7

Once the Job is selected, the Job Info screen will show. The tabs, Job Progress and left sidebar sections will be the same throughout on every tab.



- Download all of the Supporting Documents to the Job Info subdirectory you created
- Review all of the documents before you begin preparing a response.



TAB: TENDERER INFORMATION

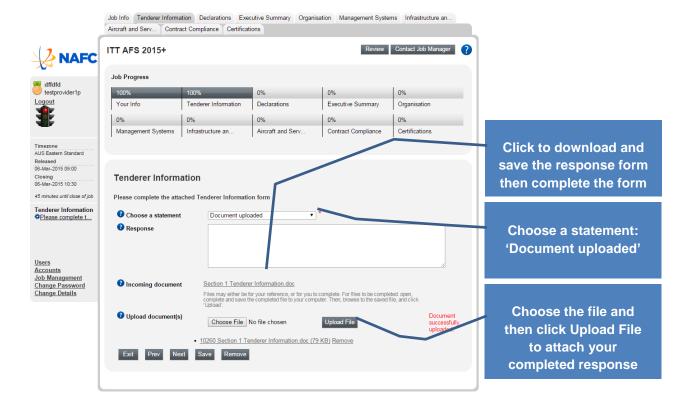
Number of Files to Complete

-

This is a 'Download / Complete & Save / Upload' tab.

The download form requires information on the tendering entity and related entities.

The questions in this form can also be viewed in Section 1 of Part C of the ITT.





TAB: DECLARATIONS

Number of Files to Complete

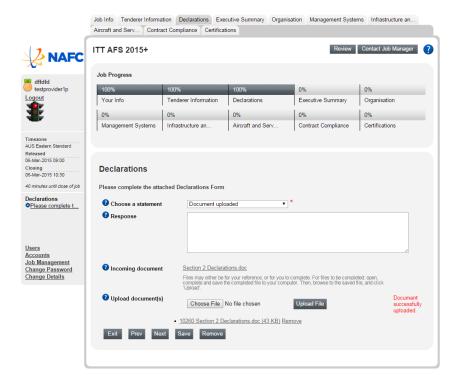
•

This tab is a 'Download / Complete & Save / Upload' tab.

The download form requires:

- 1. In submitting this tender, pursuant to the *Electronic Transactions Act 1999 (Cth)*, the person identified by the user registration is duly authorised by the responding organisation to submit this tender. If this is the case then enter your name and the word "Agree".eg "Mary Smith Agree". If this is not the case, write the reason why you do not agree with the statement;
- 2. The Tenderer to confirm that they have read and understood the Invitation to Tender Part A Terms and Conditions of Tender and confirm that they will comply with ITT Part A. (Note: If there is any qualification or reservation of rights, the response may be set aside;
- 3. The Tenderer to confirm that they have not identified any conflict of interest or perceived conflict of interest that may arise if their tender is accepted and;
- 4. The Tenderer to confirm that they will ensure that where a Tenderer is a subsidiary company or proposes to contract as a trustee, a guarantee or indemnity is given by the parent company in respect of the Tenderer's obligations.

The questions in this form can also be viewed in Section 2 of Part C of the ITT.





TAB: EXECUTIVE SUMMARY

Number of Files to Complete

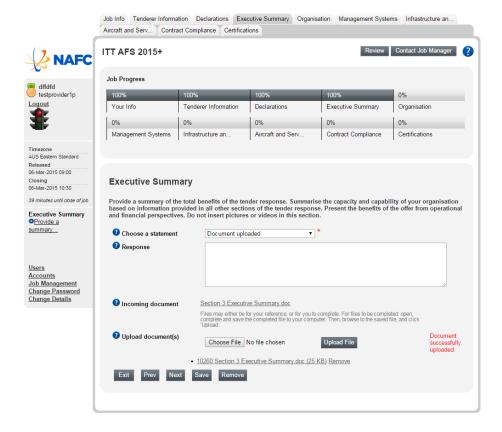
•

This is a 'Download / Complete & Save / Upload' tab.

The download form requires a summary of the Services proposed by the Tenderer.

Only text content should be used with no visual material.

The question in this form can also be viewed in Section 3 of Part C of the ITT.





TAB: ORGANISATION

Number of Files to Complete

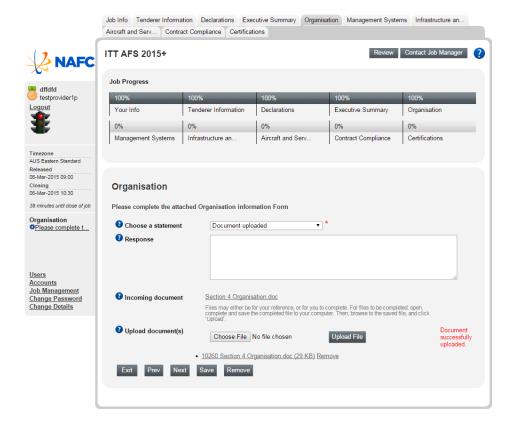
•

This is a 'Download / Complete & Save / Upload' tab.

The download form requires a range of information about the Tenderer's organisation and capabilities.

Relevant diagrams and tables may be included in the response.

The questions in this form can also be viewed in Section 4 of Part C of the ITT.





TAB: MANAGEMENT SYSTEMS

Number of Files to Complete

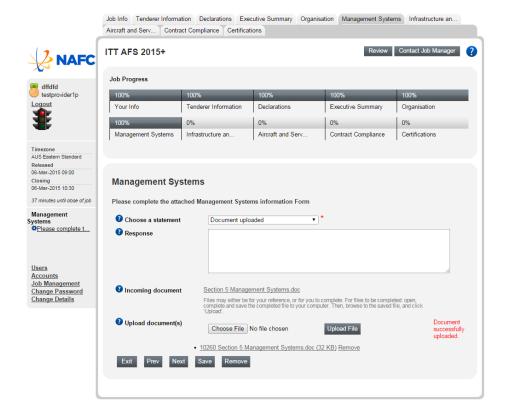
•

This is a 'Download / Complete & Save / Upload' tab.

The download form requires a range of information about the Tenderer's management systems.

Relevant diagrams and tables may be included in the response.

The questions in this form can also be viewed in Section 5 of Part C of the ITT.





TAB: INFRASTRUCTURE AND MAINTENANCE

Number of Files to Complete

•

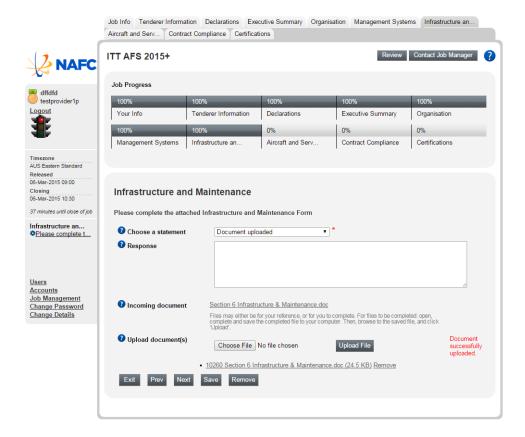
This is a 'Download / Complete & Save / Upload' tab.

The download form requires a range of information about the Tenderer's infrastructure and maintenance.

Relevant diagrams and tables may be included in the response.

The questions in this form can also be viewed in Section 6 of Part C of the ITT.

Your response should look like this:





TAB: AIRCRAFT AND SERVICES

Number of Files to Complete

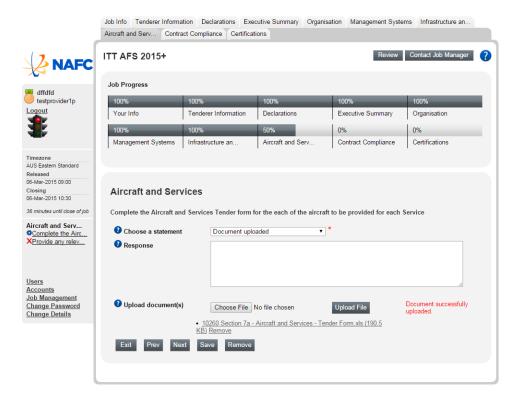
2

This is a 'Download / Complete & Save / Upload' tab. Note that there are 2 download files in this tab.

The first download file, the 'Aircraft and Services Tender Form', is only available for download at the Job Info tab. This form (an MS Excel workbook) requires a range of information about the Tenderer's aircraft and Services. Instructions on how to complete the form appear on the first page of the workbook.

The instructions and questions in the 'Aircraft and Services Tender Form' are not shown in Part C of the ITT.

The completed 'Aircraft and Services Tender Form' should be uploaded to this tab. After uploading, your response should look like this:

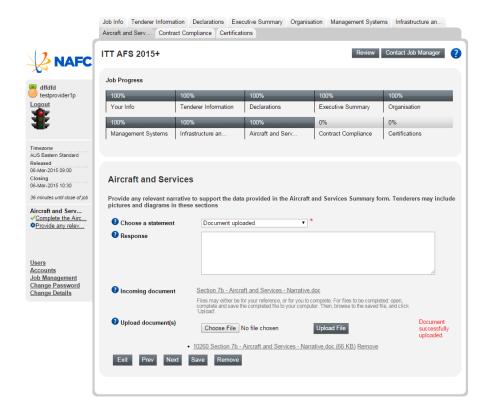




The second download file, called 'Aircraft and Services Narrative', requires a range of narrative information to support the data provided in the 'Aircraft and Services Tender Form'. Relevant diagrams and tables may be included in the response.

The questions in this form can also be viewed in Section 7 of Part C of the ITT.

After uploading the Aircraft and Services - Narrative form, the response should look like this:





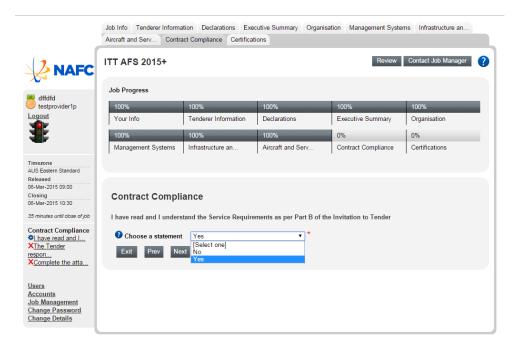
TAB: CONTRACT COMPLIANCE

Number of Files to Complete

1

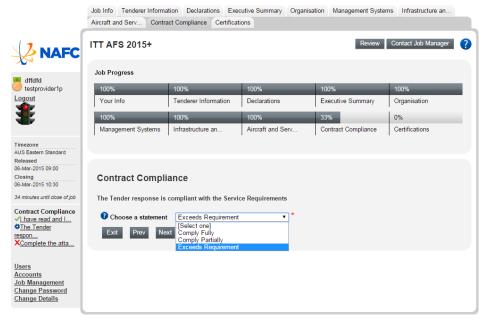
This is a download / upload tab but it starts with 2 questions, answered by selection from a dropbox.

First, did you read and understand all of the requirements of the ITT?



Second, does your response fully comply with the requirements?





Finally, there is a 'Download / Complete & Save / Upload' tab This is a 'Download / Complete & Save / Upload' tab.

The first download form requires a range of information about the Tenderer's compliance to the Specimen Contract clauses and Schedules.

NAFC does not require a complete Compliance Statement, where Tenderers are required to state the extent of compliance with every individual clause of the Specimen Contract. Instead, a Contract Departures statement must be completed, along with a single statement that all other relevant clauses are complied with.

In order to prepare the Contract Departures form, the Tenderer should:

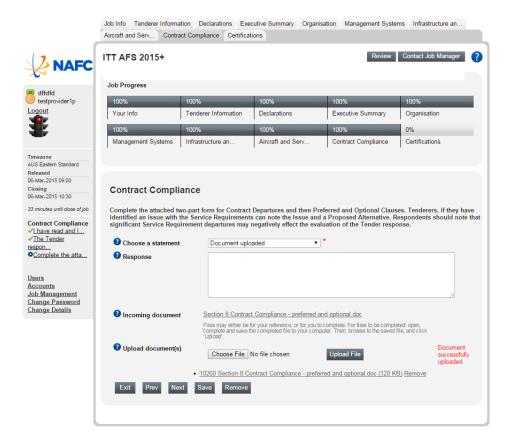
- Carefully examine each clause of the Specimen Contract, including the Schedules;
- Complete the downloaded Contract Departures form, identifying only those clauses and Schedules of the Specimen Contract where the Tenderer either 'partially complies' or 'cannot comply' and, if appropriate, propose an alternate drafting of the particular clause(s).
- Make a statement (the next question in the portal) that all other applicable clauses, excepting those noted in the Contract Departures form, are complied with.

<u>This form includes a second table,</u> 'Preferred' and 'Optional' Clauses, requiring information about the Tenderer's compliance to the 'Preferred' and 'Optional' clauses of the Specimen Contract. Tenderers must provide a response to each clause listed on this form.

The requirements for this form can also be viewed in Section 8 of Part C of the ITT.



When you have completed and uploaded the form, the screen should look like this:





TAB: CERTIFICATIONS

Number of Files to Complete

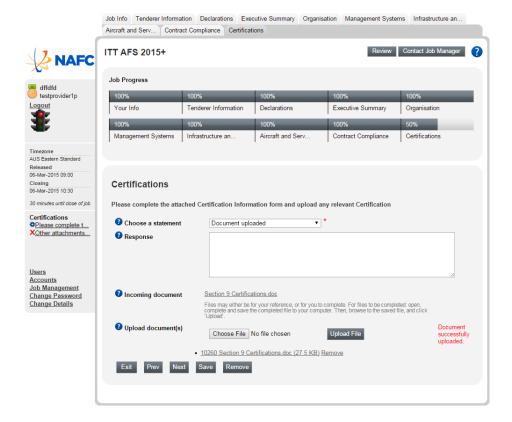
1

This is a 'Download / Complete & Save / Upload' tab for the form requests any supporting Certification that can be provided by Tenderers.

Relevant scanned material may be included in the response.

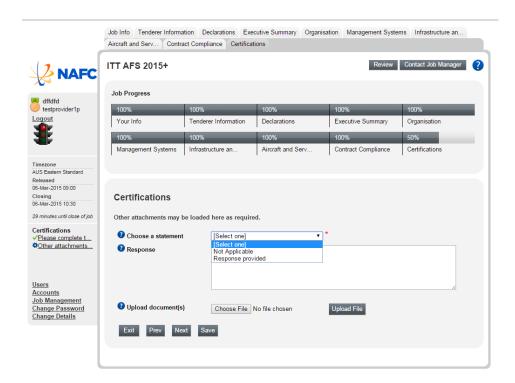
The requirements for this form can also be viewed in Section 9 of Part C of the ITT.

After uploading, your response should look like this:





The final part of Certification is a space where Tenderers can attach any further documents that may be relevant to the response. In the 'Choose a statement' dropbox, you can decide whether to attach any further documents, or not.



Now, follow the guide to completion and submission of the response.....

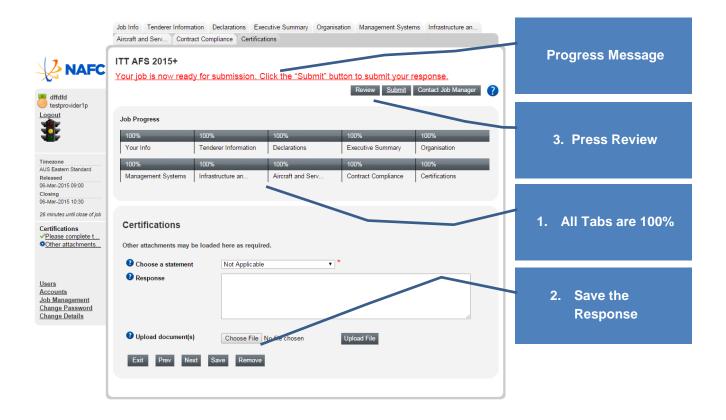


COMPLETION

Number of Files to Complete

(

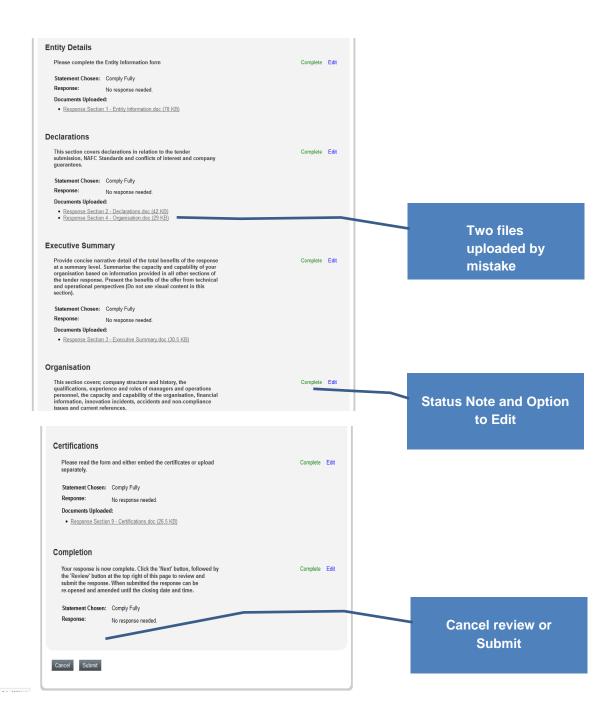
This screen simply notes the completion of the tabs and prompts to 'Save' before proceeding.



A response is not submitted until all tabs in the response are 100% and the traffic light is green. NAFC recommends you review before pressing 'Submit'.

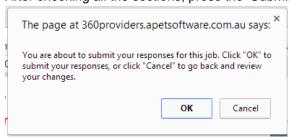


If you pressed the 'Review' button, a long page shows with a report on every tab. On the left hand side are the response tab questions and a status note. Ignore the 'Statement Chosen' and 'Response' notes. Check that the correct 'response document' has been uploaded. In the example below two files have been uploaded. To correct the errror, click the 'Edit' button on the right hand side of the page and the 'Remove' button on the tab.

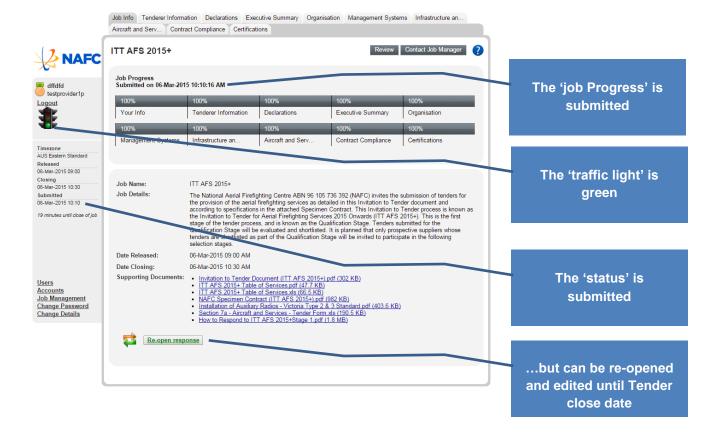




After checking all the sections, press the 'Submit' button.



If you press 'OK' The response is now complete Once submitted, the following page will now appear and you will get a confirmation email.



The response is now complete and submitted.

Tenderers may re-open, amend and re-submit the response right up to closing time/date. If the Submit button is not visible, it means that you have not completed the response or have not viewed all of the messages on the 'Job Info' tab.



RE-OPENING AND RE-SUBMITTING A RESPONSE

If you select the Re-open Response button, the following message will appear.

Note that clicking OK to the above message will re-open your response. This is like pulling your response back out of the tender box. You will need to once again 'Review' and 'Submit' your response via the 'Completion' tab. You must follow the procedure to review and resubmit your response even if you make no amendments to your submission. If you do not resubmit your response, it will not be registered and evaluated.

\One Final Check.....



HAVE YOU GOT THE GREEN LIGHT?

Yes = Response is submitted

Red or Amber = Response is not submitted