



**Australian Government**  
**Defence**

Security and Estate Group  
Service Delivery Division  
Base Services Transformation Program  
[bst.contactofficer@defence.gov.au](mailto:bst.contactofficer@defence.gov.au)

Dear Respondent

You are invited to submit a response to the attached Request for Proposal (RFP) RFP/SEG/BSTP/2022/01 for the Base Services Transformation (BST) program.

### **Base Services**

Defence receives a range of property, building, infrastructure and people services provided by a number of contractors across the Defence Estate nationally. The current Base Services contracts are due to expire in 2024. BST is the procurement process to select the Industry Partners to deliver the future Base Services contracts.

### **BST Key Themes**

The two guiding themes of the BST are:

1. 'Making Defence Life Like Community Life' by: focusing on modernising the service offerings available to the Defence Personnel; providing modern and contemporary services and customer experiences consistent with what is broadly available to the community today, and in the future; and helping Defence Personnel and their families transition into and between Defence Sites.
2. Adopting 'Digitally-Centric' methods to: improve customer interaction by leveraging smarter systems for Defence Personnel to engage with Security and Estate Group (SEG) and its Industry Partners; encourage digital service augmentation to enhance the quality, effectiveness and efficiency for both access to and the delivery of Base Services.

### **Your Proposal**

In your proposal, Defence will be seeking to understand:

- a. the demonstrated experience and past performance of the respondent and any proposed Subcontractors and any Related Bodies Corporate, for the same or similar services;
- b. the respondent's degree of overall compliance with the RFP;
- c. the extent to which the respondent can demonstrate it has the capability and capacity to deliver the Base Services as described in the RFP;
- d. the extent to which the respondent can demonstrate its ability to partner and collaborate and work in the Team of Teams operating environment;
- e. the respondent's ability to support the Commonwealth Requirements; and
- f. the proposed corporate structure and the financial and corporate viability of the respondent to deliver the Base Services as described in the RFP.

## Procurement Process

This RFP is the first stage in a two-stage procurement process:

| Stage | Procurement activity       | Summary of procurement activity  |
|-------|----------------------------|--|
| 1     | Request for Proposal (RFP) | An approach to the market to assess and shortlist respondents against the requirements set out in the RFP. |
| 2     | Request for Tender (RFT)   | A release of the RFT to respondents shortlisted under RFP (Stage 1).                                       |

Following evaluation of responses to the RFP, shortlisted respondents will participate in a Co-Design Activity (CDA). Defence will provide further information on the CDA to shortlisted respondents.

## Summary of the RFP documents

This RFP comprises:

1. this Cover Letter;
2. Part 1 – Conditions of Proposal (COP) and Proposal Data Requirements List (including annexes);
3. Part 2 – Package Statement of Expectation (including annexes); and
4. Part 3 – Commercial Framework.

## Schedule of Evaluation

The proposed schedule for evaluation is:

1. RFP closing date for all responses to be received via AusTender on **16 December 2022**.
2. Evaluation of the RFP is scheduled to conclude in May 2023.
3. Defence will notify all respondents of RFP outcome during June 2023.

This schedule is subject to change and is not to be relied on as final or definitive.

## Questions

Any questions concerning this RFP should be directed to the Contact Officer as specified in clause 2.5 of the COP.

Thank you for your interest in this significant opportunity to work with Defence.

Yours sincerely

Monique Hamilton



5 October 2022

## ATTACHMENT

RFP Document Map

A-1

