

Annex 4 - DoSO Request for Quote and Contract Template

Request for Quote

This Request for Quote (RFQ) (including its attachments) is issued by the Customer under the Deed of Standing Offer (DoSO) as described below.

DoSO Details

DoSO Title	Government Communications Campaign Panel
Standing Offer Notice (SON) ID	SON3754402
Lead Customer Name	Department of Health, Disability and Ageing

RFQ Details

RFQ Reference ID	Health/PH25/8974
RFQ Release Date	7 August 2025
RFQ Closing Date and Time	15 August 2025 4:00 pm (AEST time).
Question Closing Date and Time	15 August 2025 1:00 pm (AEST time).

Customer Details

Customer Name	The Commonwealth of Australia as represented by the Australian Government Department of Health, Disability and Ageing
Customer ABN	83 605 426 759
Customer Contact Officer Name	s47E(c) s47F
Customer Contact Email	
Customer Contact Phone	
Customer's Public Interest Disclosure Contact Officer <i>Refer to the Commonwealth DoSO Terms clause D.E.20.H.1 Public Interest Disclosure</i>	All Public Interest Disclosure matters relating to this procurement should be referred to: Name/Position: Authorised Officer Email Address: publicinterestdisclosure@health.gov.au
Complaints <i>If your issue is not resolved by the Contact Officer or alternative complaints person, refer https://www.finance.gov.au/procurement/procurement-coordinator/complaints-handling-charter.html for more information relating to the handling of complaints.</i>	In the first instance, complaints, if any, relating to this ATM should be directed to the Customer Contact Officer (see above) or: Name/Position: Procurement Advisory Service Email Address: procurement.advice@health.gov.au

Contract Details

Proposed Start Date	20 August 2025
Proposed Term	This Contract will terminate on 30 June 2026.
Contract Extension Option	No option for extension will be included in the contract.

Any resulting Contract will be subject to the DoSO Terms (to the extent these apply) and will incorporate the Commonwealth Contract Terms current at the RFQ Release Date as published at <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs> along with any Additional Terms specified in the Statement of Work (Part 1) – Details of the Customer’s Requirements.

Attachments

This RFQ includes the following attachments:

- Statement of Work (Part 1) – Details of the Customer’s Requirements
- Statement of Work (Part 2) – Supplier’s Response
- Commonwealth Contract Terms current at the RFQ Release Date, published at: <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>.

These attachments, along with any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer.

Lodgement

The Supplier’s Response must be lodged by the RFQ Closing Date and Time. The Customer will not consider late responses, unless the response is received late solely due to the mishandling by the Customer.

The Supplier must submit the completed form **Statement of Work (Part 2) – Supplier’s Response** in order to be considered for the Customer’s Requirement. Other files may be submitted if required by the Customer. The Supplier’s Response must be lodged electronically to the email address s47E(c) s47F [REDACTED] and should refer to the RFQ Reference ID.

Lodging a response will constitute an offer by the Supplier to provide the Customer’s Requirement on the terms and conditions of the DoSO and the Contract. This RFQ is an invitation to treat and is not taken to be or relied upon as an offer capable of acceptance by any person or creating any form of contractual or other right, whether implied or otherwise.

Any questions or complaints regarding this RFQ must be directed to the Customer’s Contact Officer.

Statement of Work (Part 1)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/8974
Customer Name	Australian Government Department of Health, Disability and Ageing

Details of Customer's Requirement

The Supplier must provide the Customer's Requirement in accordance with the Deed of Standing Offer plus any detailed below:

R.A.1	Required Capabilities	Concept testing market research
R.A.2	Detailed Description of the Requirement	
	INTRODUCTION The Department is seeking research services to conduct concept testing research for a campaign on Bulk Billing For All Australians (BBAA). BACKGROUND Medicare is Australia's universal health care system and has been in place since 1984. Medicare helps Australians with the costs of seeing a doctor or specialist, getting medicines and with going to hospital. In the 2025-26 Federal Budget, a \$7.9 billion investment was made to support GPs to provide more bulk billing for all Australians. Consumer research shows that while there is high general positive awareness of Medicare, many Australians find cost is a barrier to accessing care. Patients are increasingly being asked to contribute to the cost of general practitioner (GP) services, and many are deferring or delaying care. s47E(d) The Bulk Billing for All Australians Impact Analysis conducted in 2024 reported cost of living increases have resulted in patient out of pocket costs for GP visits more than doubling to \$1.66 billion since 2020. During this period, the proportion of people delaying or deferring GP care rose from 3.5% to 8.8%. Correspondingly, over the last 3 financial years, the number of GP services provided has declined by 4.0% compared to the historical average annual growth rate of around 3.5%. To increase the rate of bulk billing from 1 November 2025: 1. Eligibility for Medicare Benefits Schedule (MBS) bulk billing incentives (BBIs) will be expanded to all Medicare-eligible patients (currently only children under 16 and Commonwealth concession card holders are eligible). BBIs are additional MBS payments made when a doctor bulk bills an eligible patient for an eligible service. 2. The Bulk Billing Practice Incentive Program (BBPIP) will be introduced. The changes mean: • These changes will save Australian patients and families hundreds of dollars a year in out-of-pocket costs, with 90% of GP visits nationally expected to be bulk billed by 2030.	

	- This new investment aims to make it easier to find a bulk billing GP and help Australians who are delaying medical care by supporting them to be healthy and well. <i>Expanding eligibility for bulk billing incentives to all Australians</i> The criteria for bulk billing incentives will be expanded to all Medicare-eligible patients. These incentives are additional Medicare benefits paid to GPs when they bulk bill a patient. Currently, these incentives only apply to GP consultations with children, pensioners and other concessional patients. <i>Establishing the new Bulk Billing Practice Incentive Program (BBPIP)</i> To increase the rate of bulk billing services, GPs will be given bulk billing incentives through the Bulk Billing Practice Incentive Program (BBPIP). Practices that join the BBPIP will receive an additional quarterly 12.5% incentive payment to be split between the GP and the Practice. The payment will support thousands of GPs to bulk bill every patient, for every visit, and support practices to grow their teams, upgrade their facilities and expand their services. To be eligible for the BBPIP, the entire practice must bulk bill all eligible services for all patients. Although the practice doesn't have to be registered with MyMedicare to participate in this initially, it is expected that they will complete their registration with MyMedicare at some point in the future. BBPIP is expected to boost the number of fully bulk billed practices to around 4,800 nationally by 2028–29. The department needs to first target general practices to drive them to register in the new program (BBPIP) from 1 November 2025. Second, the department needs to inform all Australians about the eligibility changes. Timely communication is essential while cost-of-living pressures continue to impact the lives of Australians. The campaign will include two distinct streams – one to target medical practices to sign up to the BBPIP and to encourage practices to bulk bill their patients and the other to inform and educate Australians about the change in BBIs and how they can access a bulk billing GP. The bulk billing changes from 1 November 2025 are one of the initiatives contributing to Strengthening Medicare. The expected creative should also speak to other campaigns in this suite, such as Medicare Benefits and Cheaper Medicines. PREVIOUS RESEARCH AND OTHER RESOURCES Research commissioned by Services Australia in March 2025 for MyMedicare user testing interviewed practice managers and GPs in relation to the expansion of the BBI and the creation of the BBPIP. Participants represented a spectrum of bulk billing, mixed billing and private billing practices. The research found: - The expansion of the BBIs to all Medicare eligible patients was felt to be a positive reform by practice managers and GPs. - The expansion of the BBI eligibility and the creation of the BBPIP were seen to provide an important 'financial boost' to practices that majority bulk bill already, helping them to remain financially viable and maintain quality care. - Practice managers and GPs also saw potential to convert mixed bulk billing practices to bulk billing practices and a potential to increase bulk billing of certain patient cohorts, such as patients attending follow up appointments and patients on low incomes. Barriers and concerns:
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CAMPAIGN AIM

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CAMPAIGN OBJECTIVES

Stream 2:

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The following key messages will be further explored and refined through concept testing research to ensure they support the campaign objectives and target audience needs. Public relations materials will include expanded messages to explain the changes and what it means for Medicare card holders.

Stream 2:

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Call to action

- To find a bulk billing GP near you or to learn more about the new bulk billing for all Australians incentives, visit health.gov.au/strongermedicare

TARGET AUDIENCES

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BY THE DEPARTMENT OF

CHANNELS AND DISTRIBUTION

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The 2025 media buy will include:

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89
ABILITIES AND AGEING

CALD and First Nations communication

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Communication Challenges: Key considerations, risks and issues

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RESEARCH TASK

Concept testing research is required to inform the general public of the changes to bulk billing and their potential access to bulk billed primary health services.

Concept testing

Concept testing research is required to understand the best approach to clearly communicate the changes and potential benefits of bulk billing primary health services, and to encourage and instil confidence amongst Australians to act, especially if they have been delaying their health appointments.

It is anticipated that round 1 concept testing will need to run 2-8 September 2025.

A total of 3 rounds of concept testing have been allocated to this phase, with a presentation of research findings to occur at the end of each round. The creative materials tested in Round 1 are expected to be consistent of Photoreal Image Generation along with a script or a voice over track, and depending on the outcomes of testing, we may choose to proceed with only two rounds of concept testing.

Information on suggested concept testing dates for both scenarios can be found in section R.A.7 of this document.

The proposal should clearly articulate project plans and budget for both scenarios.

RESEARCH OBJECTIVES

Concept testing objectives

- The extent to which creative execution(s) and proposed channels meet the communication objectives
- The extent to which key messages are appropriate, informative, convincing and relevant for the target audiences, and are consistent with the communication objectives
- The extent to which language is appropriate for audience and channel
- The extent to which terminology used is understood and is considered to be factual, convincing and relevant
- What (if any) changes need to be made in order to maximise the effectiveness of the concepts and messaging
- The potential for unanticipated, negative consequences of concepts or messages.

Ultimately, research will assist in determining the most optimal and effective approach for communicating the changes to Bulk Billing.

DELIVERABLES

Research requirements include:

- B1 Inception meeting
- B2 Research design
- B3 Sampling
- B4 Research instrument development
- B5 Fieldwork / Data collection
- B6 Analysis & Recommendations
- B7 Preparation and delivery of presentations and reporting

These requirements are further documented below.

1. Inception meeting

An inception meeting will be held upon commencement of the project to explore, agree and confirm the parameters for each phase of research. This will include:

- establishing a shared understanding of the current context for the research, including refinement of problem definitions, current known behaviours and attitudes, and key issues that impact upon the context for the research and campaign more broadly;
- confirmation of key audiences and sampling frameworks for the research;
- the focus and breadth of the research (informing development of research tools to be employed in the research);
- agreement/confirmation of timeframes for the research; and
- establishing project update and reporting frameworks.

2. Research Design

The Supplier is invited to recommend the most appropriate approaches to undertake the services within the specifications provided, including the timeframes and available budget. This should be accompanied by a clear rationale.

Your response should include a clear outline of the proposed approach, as well as a clear rational and identification of any risks and/or limitations of the proposed approach should be explored in the response. Where risks or limitations of the approach are identified, exploration of steps to minimise these risks should also be identified.

The approach should also account for the two scenarios, one with two rounds of concept testing (where the full available budget is not utilised) and one with three rounds of concept testing.

3. Sampling

An outline of the proposed sampling methodology, including a detailed sample structure comprising proposed demographic and experiential characteristics of the sample frame for each phase of research, **must be included in the Response.**

	The proposed approach to achievement of sampling and recruitment should also be included in the Response. Sampling for the research should include consideration of the key audiences: 1. All Medicare card holders with a focus on: a. Non-concessional patients b. People who are financially disadvantaged. Consideration should be given to diverse audience groups, including those from multicultural backgrounds, First Nations Australians, people with disabilities and those living in rural and remote areas. The final sample framework and recruitment specifications are required to be approved by the Department prior to commencement of recruitment at each phase of research. 4. Research Instrument Development Research instruments (including any tools, discussion guides, activity frameworks and questionnaires) are required to be developed in close collaboration with the Department. This will include key areas for discussion with research participants, and suitable approaches to discussions (or other research formats proposed) that will maximise the amount and quality of feedback elicited within timeframes for the research. Draft instruments are to be provided to the Department for comment, and agreement on final tools will occur prior to the commencement of fieldwork. 5. Fieldwork / Data collection Recruitment of participants and all fieldwork will be undertaken by the Supplier in accordance with the agreed sample design and project plan. The Supplier will be responsible for obtaining approvals relating to participants taking part in the research where necessary. 6. Analysis and Recommendations Analysis and detailed reporting of the themes and data will be undertaken by the Supplier, and will need to consider the research objectives and provide clear findings, recommendations and rationale for all recommendations. 7. Preparation and Delivery of Presentations and Reporting The Supplier will be responsible for preparation and delivery of reporting and verbal presentations outlining the findings. This will include a verbal presentation of findings as well as provision of written reporting outlining the methodological approach, findings and recommendations. Reporting and presentation requirements are outlined below, at R.A.8 “Reporting”. BUDGET
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	The total budget for this research project is up to a maximum of \$300,000 (excl. GST)/\$330,000 (incl. GST) for three rounds of concept testing. The Response should provide a quotation to provide the requested Services. The quotation provided: • <u>must not exceed the total budget;</u> • <u>must include all costs</u> associated with the project, including incentives and incidentals; • must itemise the GST component; and • should itemise all fees and costings relating to the project as much as possible. • note costing to clearly indicate the provision of any options (including itemised costs for each separate element of the research and associated reporting costs).	
Inform R.A.3	Standards THIS DOCUMENT WAS RELEASED UNDER THE FREEDOM OF INFORMATION ACT BY THE DEPARTMENT OF	The Supplier must comply with the following Standards: • any Standards specified in the DoSO; • conformity with the Research Society Code of Professional Behaviour; conformity with the Privacy Act 1988 and the Australian Privacy Principles (APPs); and • conformity with the values and principles of ethical research as articulated in the National Statement on Ethical Conduct in Research Involving Humans, issued by the National Health and Medical Research Council (NHMRC). Researchers must hold membership to the Research Society and maintain membership for the duration of the contract period. In support of the above mandatory conditions, the Response should also include where applicable statements relating to: • conformity with Quality Assurance Schemes such as AS 4752 or ISO 20252 or equivalent; or • evidence of participation in other recognised quality assurance schemes or relevant professional memberships.
R.A.4	Key Performance Indicators	• Not Applicable
R.A.5	Security Requirements	Supplier personnel undertaking work on this Contract will not be required to hold a current security clearance.
R.A.6	Work Health and Safety	The Supplier must comply with the following Work Health and Safety requirements:

		• Work Health and Safety requirements specified in DoSO
R.A.7	Delivery and Acceptance	The Supplier must comply with the following Delivery and Acceptance requirements: • Delivery and Acceptance requirements specified in DoSO • The Supplier must provide the Customer with reports and other deliverables as set out in the indicative timeline table below.

Milestone		Due Date
Inception Meeting		21 August 2025
Scenario 1: 3 Rounds of Concept Testing		From 2 September 2025
Round 1 concept testing		2-8 September
Round 2 concept testing		24-29 September
Round 3 concept testing – Post Production		17-21 November
Scenario 2: 2 Rounds of Concept Testing		From 2 September 2025
Round 1 concept testing		2-8 September
Round 2 concept testing – Post Production		10-14 November
Contract termination		30 June 2026
R.A.8	Reporting	The Supplier will be responsible for preparation and delivery of written reports and verbal presentations at the conclusion of each phase of research outlining the detailed research findings. The Supplier will be responsible for the preparation and delivery the reports outlined in R.A.7 “Delivery and Acceptances”.
R.A.9	Meetings	The Supplier must attend meetings as follows: • Project Updates: Regular verbal phone progress reports will be required at the Customer’s discretion throughout the project. • Presentation(s) of Results: Presentations of findings, key outcomes and insights, as well as key recommendations will be required, as outlined in the table above (Delivery and Acceptance) at the conclusion of each phase of research. Presentations will be by videoconference supported by slides in .ppt or similar visual format. Debriefs will generally be 1-2 hours duration. s47E(d)

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R.A.10	Facilities and Assistance offered by the Customer	The Customer will provide input to development of all research instruments such as recruitment screeners and discussion guides. The Customer will not make any other facilities or assistance available to the Supplier.
R.A.11	Customer Material provided by the Customer:	The Customer will not provide any material unless otherwise negotiated prior to execution of a contract.
R.A.12	Insurances	Suppliers must have, or be prepared to obtain if engaged, the following levels of insurance and indemnity coverage in place for the duration of the contract: - Workers Compensation to an amount required by law; \$10,000,000 Public Liability; and \$2,000,000 Professional Indemnity. The Response must include a statement to confirm that this condition can be met.
R.A.13	Indigenous Procurement Policy Requirements	The Supplier must use reasonable endeavours to increase your: - purchasing from Indigenous enterprises; and - employment of Indigenous Australians, in the provision of the Required Capabilities. Purchases from Indigenous enterprises may be in the form of engagement of an Indigenous enterprise as a subcontractor, and use of Indigenous suppliers in the seller's supply chain. In R.A.13, "Indigenous enterprise" means an organisation that is 50 per cent or more Indigenous owned that is operating a business. This project is exempt from the Indigenous Procurement Policy (IPP).
R.A.14	WGE compliance	Not applicable.

Additional Contract Terms

Note to Supplier:

This is an example of **some** of the additional terms which may be included in a Contract. This is not an exhaustive list of terms and Customers will ensure that any additional contract terms are tailored and appropriate to meet the Customer's requirements. Customers may therefore seek to amend, remove, or add to any of the following example terms, as required by the Customer.

An executed Contract will incorporate the Commonwealth Contract Terms current at the date of the Request for Quote, the following Additional Contract Terms, and any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer:

R.A.15	Payment
	Where the Customer and the Supplier both have the capability to deliver and receive e-Invoices through the Pan-European Public Procurement On-Line (PEPPOL) framework and have agreed to use electronic invoicing (e-Invoicing), the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within five (5) calendar days after receiving it, or if this day is not a business day, on the next business day. In all other circumstances, the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within thirty (30) calendar days after receiving it, or if this day is not a business day, on the next business day. If the total initial value of the Contract (excluding any options, extensions, renewals or other mechanisms that may be executed over the life of the contract) is less than A\$1 million (GST inclusive) and the Customer fails to make a payment to the Supplier by the business day it is due, the Customer will pay the unpaid amount plus interest on the unpaid amount, provided the amount of interest payable under this clause exceeds A\$100. Interest payable under this clause will be simple interest calculated in respect of each calendar day from the day after the amount was due and payable, up to and including the day that the Customer effects payment, calculated using the General Interest Charge Rate available on the Australian Taxation Office website as it applies on the day the amount was due and payable expressed as a daily rate.
R.A.17	Intellectual Property – Customer Owns The Customer owns the Intellectual Property Rights in the Material created under this Contract. To the extent the Supplier or a third party holds any Intellectual Property Rights in any existing Material, the Supplier hereby agrees to licence the Customer to enable the Customer to exercise full rights and interests in the Intellectual Property Rights in any Material provided under this Contract. The Supplier agrees to create, execute or sign any documents and perform all acts which may be necessary to allow the use of those rights by the Customer for any purpose. The Customer grants to the Supplier a non-exclusive, non-transferable, irrevocable, royalty-free licence for this Contract Term to exercise the Intellectual Property Rights in the Material for the sole purpose of fulfilling its obligations under this Contract. The licence in this clause is subject to any conditions or limitations of third parties that the Customer notifies to the Supplier. Intellectual Property Rights in Goods provided under this Contract or pre-existing Intellectual Property of the Supplier, set out below (if any), will not change as a result of this Contract.

R.A.18	Pre-Existing Intellectual Property
	For pre-existing Intellectual Property listed at R.B.7 (if any), the Supplier grants to, or in the case of Third-Party Material, must obtain for the Customer a non-exclusive, irrevocable, royalty-free, perpetual, world-wide licence (including the right to sub-licence) to exercise the Intellectual Property Rights in all Pre-existing Material and Third-Party Material incorporated into the Material to enable the Customer to receive the full benefit of the Goods and/or Services and the Material and to exercise its rights in relation to the Material.
R.A.19	Confidential Information of the Supplier
	For confidential information of the Supplier listed at R.B.8 (if any), the Customer agrees that the information meets the Commonwealth's confidentiality guidelines and agrees to treat the information as confidential unless required by law to disclose the information. The Customer retains the right to disclose any other information contained in this Contract.
R.A.20	Directions from the Lead Customer
	The Supplier must comply with any reasonable directions given by the Lead Customer from time to time in relation to the performance of the Services under this Contract. If there is any inconsistency in any direction given by the Lead Customer under this DoSO or a Customer under any Contract, the directions of the Lead Customer will prevail.
R.A.21	Compliance with the Commonwealth Supplier Code of Conduct
	1 For the purposes of this clause, 'Commonwealth Supplier Code of Conduct' or 'Code' means the Commonwealth Supplier Code of Conduct, as published on 1 July 2024, as updated from time to time. 2 The Supplier must comply with, and ensure that its officers, employees, agents and subcontractors comply with, the Code in connection with the performance of this Contract. 3 The Supplier must: a. periodically monitor and assess its, and its officers', employees', and agents' compliance with the Code; and b. on request from the Customer, promptly provide information regarding: i. the policies, frameworks, or systems it has established to monitor and assess compliance with the Code, and ii. the Supplier's compliance with clause 2. 4 The Supplier must immediately issue the Customer a Notice on becoming aware of any breach of clause 2. The Notice must include a summary of the breach, the date that the breach occurred, and details of the personnel involved. 5 Where the Customer identifies a possible breach of clause 2, it may issue the Supplier a Notice, and the Supplier must, within three (3) Business Days of receiving the Notice, either: a. where the Supplier considers a breach has not occurred: advise the Customer that there has not been a breach and provide information supporting that determination; or b. where the Supplier considers that a breach has occurred: issue a Notice under clause 4 and otherwise comply with its obligations under this clause .

	6 Notwithstanding clause 5, a Customer may notify the Supplier in writing that it considers that the Supplier has breached clause 2, in which case the Supplier must issue a Notice under clause 4 and otherwise comply with its obligations under this clause X. 7 A failure by the Supplier to comply with its obligations under any part of this clause will be a material breach of the Contract. 8 Nothing in this clause or the Code limits, reduces, or derogates from the Supplier’s other obligations under the Contract. The Customer’s rights under this clause are in addition to and do not otherwise limit any other rights the Customer may have under the Contract. The performance by the Supplier of its obligations under this clause will be at no additional cost to the Customer. 9 The Supplier agrees that the Customer or any other Commonwealth agency may take into account the Supplier’s compliance with the Code in any future approach to market or procurement process
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UNDER THE FREEDOM OF INFORMATION ACT
BY THE DEPARTMENT OF

89
ABILITY AND AGEING

Statement of Work (Part 2)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/8974

Supplier's Response

The Supplier proposes to provide the Customer's Requirement as set out in the Statement of Work (Part 1) as set out below:

R.B.1	Supplier Details	
R.B.1(a)	Supplier Name	
R.B.1(b)	Supplier ABN	
R.B.1(c)	Supplier ACN	
R.B.1(d)	Supplier Contact Officer Unless otherwise specified, the Contact Officer is nominated as the Supplier Contract Manager.	Name/Position: Postal Address: Email: Telephone:
R.B.2	Detailed Proposal to meet the Customer's Requirement	
	Standards The Supplier proposes to meet the following Standards: The supplier will ensure that any goods and services provided under this Contract comply with all applicable Australian standards (or in its absence an international standard) including any requirements or standards specified in this Statement of Work. If requested by the Customer, the Supplier must enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with all applicable Australian or international standards, including, but not limited to, those specified in this Statement of Work.	
	Key Performance Indicators The Supplier proposes to meet the following Key Performance Indicators: Not applicable	
R.B.3	Price (GST Inclusive) The Supplier must complete the attached pricing templates, or such other pricing templates as required by the Lead Customer or Customer from time to time. In addition, the Supplier must specify: - the total price inclusive of GST, taxes and charges - fixed prices for any Milestones (calculated in a manner that is consistent with the pricing arrangements under the DoSO), inclusive of GST, taxes and charges as well as all other associated costs, including delivery fees, if applicable	

	- any expenses not included in the total price - a payment schedule for any Milestones. The Customer will not reimburse any expenses incurred for the purposes of the Contract, unless the Supplier obtains the Customer's specific written approval prior to incurring the relevant expense. All proposed pricing must be consistent with the requirements set out in the DoSO. The total price inclusive of GST is \$XXXX including GST. This is comprised of: \$XXXX inc GST of variable costs \$XXXX inc GST of fixed costs \$XXXX inc GST of third party costs Proposed milestones are: 30% on completion of Stage XX 40% on completion of Stage XX 30% on completion of Stage XX
R.B.4	Specified Personnel Only specify personnel where the Customer Requirement has identified personnel are required to have specific skills, experience or qualifications. Insert 'Not Applicable' if none. Name: Position/Role: Name: Position/Role:

89
ABILIT AND AGEING

R.B.5	Subcontractors Provide details for each subcontractor organisation you will use. Insert 'Not Applicable' if none.	Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted:
R.B.6	Conflicts of Interest	
R.B.7	Pre-existing Intellectual Property	
R.B.8	Confidential Information	
R.B.9	Other Relevant Details	
R.B.10	Attachments Detail any other files that form part of the Supplier's Response.	

Schedule 3 – Commonwealth Contracting Terms

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

D.E.1 Background and Scope

- 1.1 Some terms used in these Commonwealth DoSO Terms have been given a special meaning. Their meanings are set out in the Commonwealth Contracting Suite (CCS) Glossary and Interpretation, these Commonwealth DoSO Terms or the DoSO.
- 1.2 The Lead Customer is establishing a Standing Offer Arrangement to enable efficient procurement of the Required Capabilities specified in the DoSO.
- 1.3 Customers able to access the Standing Offer Arrangement are:
 - a) the Lead Customer and,
 - b) any Potential Customer, specified in the DoSO.
- 1.4 The Supplier may not be the only supplier under the Standing Offer Arrangement. The Supplier acknowledges:
 - a) there is no guarantee of work under the DoSO, and
 - b) that Customers may obtain Goods and/or Services covered by the DoSO from any other supplier, including a supplier not part of the Standing Offer Arrangement.
- 1.5 The Lead Customer may add new suppliers to the Standing Offer Arrangement during the term of the Standing Offer Arrangement by issuing an additional ATM, provided that the additional ATM uses the same scope as the original ATM. Where the Lead Customer issues an additional ATM to add new suppliers to the Standing Offer Arrangement, existing Suppliers may only respond to that ATM in relation to those Required Capabilities not already included in their DoSO.
- 1.6 Before the DoSO End Date, the Lead Customer reserves the right to extend the duration of the Standing Offer Arrangement in accordance with the DoSO.

D.E.2 Standing Offer to provide Goods and/or Services

- 2.1 The Supplier offers to provide the Goods and/or Services, consistent with the DoSO Required Capabilities, in accordance with the DoSO. The Supplier's offer will remain open for acceptance for the term of the DoSO.

D.E.3 Relationship of the Parties

- 3.1 By virtue of the DoSO, neither Party is the employee, agent, officer or partner of the other Party nor authorised to bind or represent the other Party.
- 3.2 Each Party must ensure that its officers, employees, agents or Subcontractors do not represent themselves as being an officer, employee, partner or agent of the other Party.
- 3.3 In all dealings related to this Standing Offer Arrangement, the Parties agree to:

- a) communicate openly with each other and cooperate to achieve contractual objectives
- b) act honestly and ethically
- c) comply with reasonable commercial standards of fair conduct
- d) consult, cooperate and coordinate activities to identify and address any overlapping work health and safety responsibilities aimed at ensuring the health and safety of workers and workplaces, and
- e) comply with all reasonable directions and procedures relating to work health and safety, record keeping and security in operation at each other's premises or facilities whether specifically informed or as might reasonably be inferred from the circumstances.

D.E.4 Conflicts of Interest

- 4.1 The Supplier warrants that, other than as previously declared in writing to the Lead Customer at the commencement of the DoSO, no Conflicts of Interest exist, relevant to the performance by the Supplier of its obligations under the DoSO.
- 4.2 At any time during the term of the Standing Offer Arrangement, the Lead Customer may require the Supplier to execute a Conflicts of Interest declaration in the form specified by the Lead Customer.
- 4.3 As soon as the Supplier becomes aware that a Conflict of Interest has arisen, or is likely to arise during the term of the Standing Offer Arrangement, the Supplier will:
 - a) immediately report it to the Lead Customer
 - b) provide the Lead Customer with a written report setting out all relevant information within three (3) Business Days, and
 - c) comply with any reasonable requirements notified by the Lead Customer relating to the Conflict of Interest.
- 4.4 If the Supplier fails to notify the Lead Customer as set out in this clause or does not comply with the Lead Customer's reasonable requirements to resolve or manage Conflicts of Interest, the Lead Customer may suspend or terminate the DoSO in accordance with D.E.15 [Termination or Suspension for Cause].

D.E.5 Precedence of Documents

- 5.1 This Standing Offer Arrangement is comprised of:
 - a) this Deed of Standing Offer, which includes:
 - i. the Additional DoSO Terms
 - ii. the DoSO Standing Offer Details
 - iii. the DoSO Required Capabilities
 - iv. these Commonwealth DoSO Terms
 - v. the CCS Glossary and Interpretation

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

- v. additional DoSO annexes (if any), and
b) any Contract under the DoSO.
- 5.2 If there is ambiguity or inconsistency between any of the documents comprising the DoSO, the document higher in the list will have precedence to the extent of the ambiguity or inconsistency.
- 5.3 If there is ambiguity or inconsistency between any of the documents comprising the DoSO and a Contract under the DoSO, the Contract will have precedence to the extent of the ambiguity or inconsistency.
- 5.4 The DoSO may be signed and dated by the Parties on separate, but identical, copies. All signed copies constitute one (1) DoSO.
- D.E.6 Governing Law**
- 6.1 The laws of the Australian Capital Territory apply to the DoSO.
- D.E.7 Entire agreement**
- 7.1 The DoSO represents the Lead Customer and Supplier's entire agreement in relation to the subject matter, at the time the DoSO was executed.
- 7.2 Anything that occurred before the making of the DoSO shall be disregarded (unless incorporated into the DoSO in writing). However, the Supplier represents that the claims made in its Response to the DoSO ATM remain correct including the anticipated economic benefit to the Australian economy (if any).
- 7.3 Any agreement or understanding to vary or extend the DoSO or a Contract under the DoSO will not be legally binding unless in writing and agreed by the relevant Parties.
- 7.4 If a Party does not exercise (or delays in exercising) any of its contractual rights, that failure or delay will not prejudice those rights.
- D.E.8 Survival**
- 8.1 All Additional DoSO Terms (if any), plus clauses
a) D.E.17 [Liability of the Supplier] and
b) D.E.18 [Compliance with Laws and Policy] survive termination or expiry of the DoSO.
- 8.2 Unless otherwise notified by the relevant Customer, a Contract under the DoSO survives termination or expiry of the DoSO.
- 8.3 All Commonwealth DoSO Terms survive termination or expiry of the DoSO during the performance of any Contract under the DoSO.
- D.E.9 Notices**
- 9.1 A Notice under the DoSO is only effective if it is in writing, and:
a) if given by the Supplier to the Lead Customer - addressed to the DoSO Manager at the address specified in the DoSO or as otherwise notified by the Lead Customer, or
b) if given by the Lead Customer to the Supplier - given by the DoSO Manager (or any superior officer to the DoSO Manager) and addressed to the Supplier at the address specified in the DoSO or as otherwise notified by the Supplier.
- 9.2 A Notice is deemed to be delivered:
a) by hand - on delivery to the relevant address
b) if sent by registered post - on delivery to the relevant address, or
c) if transmitted by email or other electronic means - when it becomes capable of being retrieved by the addressee at the relevant email or other electronic address.
- 9.3 A Notice received after 5:00 pm, or on a day that is not a working day in the place of receipt, is deemed to be delivered on the next working day in that place.
- D.E.10 Assignment**
- 10.1 10.1 The Supplier may not assign any rights under the DoSO without the Lead Customer's written consent.
- D.E.11 Contracts under the DoSO**
- 11.1 Before issuing a Contract under the DoSO, a Customer may issue a Request for Quote (RFQ) to one or more Supplier(s) to provide some or all of the Goods and/or Services specified in the DoSO Required Capabilities.
- 11.2 Issuing an RFQ does not commit a Customer to obtaining any Goods and/or Services. Each RFQ will specify the Requirement of the Customer.
- 11.3 When a Customer issues an RFQ under the DoSO for the provision of Goods and/or Services, the Supplier will fully inform itself on all aspects of the Customer's Requirement and only respond to that RFQ if it is able to meet the Requirement to the specified standard.
- 11.4 A Contract under the DoSO between a Customer and the Supplier for the provision of Goods and/or Services is formed only when both the Supplier and the Customer execute a Contract under the DoSO for those Goods and/or Services under these Commonwealth DoSO Terms. No Contract under the DoSO is binding until executed. Suppliers must not start work until the Contract under the DoSO has been executed.
- D.E.12 Performance**
- 12.1 The Supplier agrees to promptly notify the Lead Customer of any material change in its circumstances that may affect its ability to promptly meet the Required Capabilities or perform its obligations under the DoSO, including its capacity to accept any future Contract under the DoSO.
- 12.2 The Supplier acknowledges that information about any change in the Supplier's circumstances, the Supplier's performance, licences, and other

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

relevant information about the Supplier under the DoSO and any Contract under the DoSO may be shared between the Lead Customer and Potential Customers.

D.E.13 Fees and Charges

- 13.1 The Contract Price to be paid to the Supplier for any Goods and/or Services will be specified in the relevant Contract under the DoSO and must not exceed pricing rates specified in the Pricing Schedule.
- 13.2 The mechanism for adjustments to pricing during the term of the DoSO, if any, will be set out in the Pricing Schedule.

D.E.14 Termination or Reduction in Scope of DoSO for Convenience

- 14.1 In addition to any other rights either the Lead Customer or the Supplier has under the DoSO, at any time either Party, acting in good faith, may terminate or reduce the scope of the DoSO by providing a Notice to the other Party.
- 14.2 No amount is payable by the Lead Customer or any Customer to the Supplier as a result of the termination or reduction in scope of the DoSO.
- 14.3 All Contracts under the DoSO between any Customer and the Supplier survive termination or reduction in scope of the DoSO that occurs under this clause 14.

D.E.15 Termination or Suspension for Cause

- 15.1 The Lead Customer may issue a Notice to immediately suspend, terminate or reduce the scope of the DoSO if:
- a) the Supplier breaches the DoSO and the breach is not capable of remedy
 - b) the Supplier does not remediate a breach of the DoSO which is capable of remediation as specified by the Lead Customer in a Notice issued to the Supplier
 - c) the Supplier seriously breaches a Contract under the DoSO which results in termination of that Contract under the DoSO
 - d) the Supplier repeatedly does not remediate a breach of a Contract under the DoSO which is capable of remediation as specified by the
 - e) Customer in a Notice issued to the Supplier, or subject to the Lead Customer complying with any requirements in the Corporations Act 2001 (Cth), the Supplier:
 - i. is unable to pay all its debts when they become due
 - ii. if incorporated – has a liquidator, receiver, administrator or other controller appointed or an equivalent appointment is made under legislation other than the Corporations Act 2001 (Cth), or

- iii. if an individual – becomes bankrupt or enters into an arrangement under Part IX or Part X of the Bankruptcy Act 1966 (Cth).

15.2 Where the Lead Customer terminates the DoSO in whole or in part or suspends the Supplier from the DoSO under this clause, a Customer may issue a Notice terminating any Contract issued by that Customer under the DoSO.

15.3 Unless such a Notice is issued by a Customer, all Contracts under the DoSO survive termination of the DoSO or suspension of the Supplier by the Lead Customer under this clause 15.

15.4 If the Supplier is suspended from the Standing Offer Arrangement, the Supplier must not enter into any new Contracts under the DoSO with any Potential Customer until the suspension is lifted.

15.5 The Lead Customer may by Notice lift the suspension of the Supplier where the Supplier has remediated the relevant breach or otherwise complied with any reasonable direction of the Lead Customer.

D.E.16 Dispute Resolution

- 16.1 For any disputes arising under the DoSO, the Supplier and the Lead Customer agree to comply with a) to e) of this clause sequentially:
- a) both DoSO Managers will try to settle the dispute by direct negotiation
 - b) if unresolved within five (5) Business Days, the DoSO Manager claiming that there is a dispute will give the other DoSO Manager a Notice setting out details of the dispute and proposing a solution. The date the dispute Notice is issued will be the date of the Notice ("Notice Date")
 - c) if the proposed solution is not accepted by the other DoSO Manager within five (5) Business Days of the Notice Date, each DoSO Manager will nominate a more senior representative, who has not had prior direct involvement in the dispute. These representatives will try to settle the dispute by direct negotiation
 - d) failing settlement within twenty (20) Business Days of the Notice Date, the Lead Customer, will, without delay, refer the dispute to an appropriately qualified mediator selected by the Lead Customer or, at the Lead Customer's discretion, to the chairperson of an accredited mediation organisation to appoint a mediator, for mediation to commence within thirty (30) Business Days of the Notice Date or such other period as agreed by the Parties, and
 - e) if the dispute is not resolved within sixty (60) Business Days of the Notice Date, either the Supplier or the Lead Customer may commence legal proceedings or, by agreement, continue

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

- the mediation process for a period agreed by the Parties.
- 16.2 Representatives for the Supplier and the Lead Customer must attend the mediation. The nominated representatives must have the authority to bind the relevant Party and act in good faith to genuinely attempt to resolve the dispute.
- 16.3 Each Party will bear their own costs for dispute resolution. The Lead Customer will bear the costs of a mediator.
- 16.4 Despite the existence of a dispute, the Supplier will continue to perform its obligations under the DoSO and any Contract unless requested in writing by the Lead Customer not to do so.
- 16.5 This dispute resolution process does not apply to any termination action under clause D.E.15 [Termination or Suspension for Cause] or any legal proceedings for urgent interlocutory relief.
- D.E.17 Liability of the Supplier**
- 17.1 The Supplier will indemnify the Lead Customer for any and all damage, claim, cost or loss resulting from any negligent or wilful breach of its obligations or representations under the DoSO by the Supplier or its officers, employees, agents or Subcontractors.
- 17.2 The Supplier's obligation to indemnify the Lead Customer will reduce proportionally to the extent that the Lead Customer has contributed to the damage, cost or loss.
- 17.3 Where a Supplier is a member of a scheme operating under Schedule 4 of the Civil Law (Wrongs) Act 2002 (ACT), or any corresponding Commonwealth, State, or Territory legislation that limits civil liability arising from the performance of their professional services and where that scheme applies to the Goods and/or Services offered under the Standing Offer Arrangement, the Supplier's liability under this clause will not exceed the maximum amount specified by that scheme or legislation.
- 17.4 Where a Supplier has included insurance policy details in its Response to the DoSO Approach to Market, the Supplier will maintain those insurances for the DoSO and provide the Lead Customer with proof when requested.
- D.E.18 Compliance with Law and Policy**
- 18.1 The Supplier must comply with, and ensure its officers, employees, agents and Subcontractors comply with all laws applicable to the performance of the DoSO and warrants that it will not cause the Lead Customer to breach any laws.
- 18.2 The Supplier must comply with, and ensure its officers, employees, agents and Subcontractors comply with any Commonwealth policies relevant to its performance of the DoSO.
- 18.3 The Supplier agrees to provide such reports and other information regarding compliance with applicable law and Commonwealth policy as reasonably requested by the Lead Customer or as otherwise required by relevant law or policy.
- 18.4 If the Supplier becomes aware of any actual or suspected breach of the requirements set out in clauses 18.A to 18.L below, or any other applicable law or Commonwealth policy, it must:
- a) immediately report it to the Lead Customer and provide a written report on the matter to both the Lead Customer and the relevant Customer within three (3) Business Days unless otherwise set out in these Terms, and b) comply with any reasonable directions by the Lead Customer in relation to any investigation or further reporting of the actual or suspected breach.
- 18.A Access to Supplier's Premises and Records**
- A.1 The Supplier must maintain and ensure its Subcontractors maintain proper business and accounting records in relation to its performance of the DoSO.
- A.2 The Supplier agrees to provide to the Lead Customer, or its nominee, access to the Supplier's or its Subcontractor's premises, personnel, computer systems, documents and other records, and all assistance reasonably requested, for any purpose associated with the DoSO or any review of the Supplier's or the Lead Customer's performance under the DoSO, including in connection with a request made under the Freedom of Information Act 1982 (Cth) or an audit or review by the Australian National Audit Office.
- A.3 Unless the access is required for an urgent purpose, the Lead Customer will provide reasonable prior notice to the Supplier.
- A.4 If requested by the Supplier, the Lead Customer will reimburse the Supplier's substantiated reasonable cost for complying with the Lead Customer's request, unless access is required for the purpose of a criminal investigation into the Supplier, its officers, employees, agents or Subcontractors.
- A.5 The Supplier must not transfer, or permit the transfer of, custody or ownership, or allow the destruction, of any Commonwealth record (as defined in the Archives Act 1983 (Cth)) without the prior written consent of the Lead Customer. All Commonwealth records, including any held by Subcontractors, must be returned to the Lead Customer at the conclusion of the DoSO.

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

18.B Privacy Act 1988 (Cth) Requirements

- B.1 In providing any Goods and/or Services, the Supplier agrees to comply, and to ensure that its officers, employees, agents and Subcontractors comply with the Privacy Act 1988 (Cth) and not to do anything, which if done by the Lead Customer would breach an Australian Privacy Principle as defined in that Act.

18.C Notifiable Data Breaches

- C.1 If the Supplier suspects that there may have been an Eligible Data Breach in relation to any Personal Information held by the Supplier as a result of the DoSO or a Contract under the DoSO, the Supplier must:
- a) immediately report it to the Lead Customer and provide a written report within three (3) Business Days; and
 - b) carry out an assessment in accordance with the requirements of the Privacy Act 1988 (Cth).
- C.2 Where the Supplier is aware that there has been an Eligible Data Breach in relation to the DoSO or a Contract under the DoSO, the Supplier must:
- a) take all reasonable action to mitigate the risk of the Eligible Data Breach causing serious harm to any individual to whom the Personal Information relates
 - b) take all other action necessary to comply with the requirements of the Privacy Act 1988 (Cth), and
 - c) take any other action as reasonably directed by the Lead Customer and relevant Customer.

18.D Personal Information

- D.1 The Supplier agrees to provide the Lead Customer and relevant Customer, or its nominee, relevant information (including personal information) relating to the Supplier, its officers, employees, agents or Subcontractors, for the purposes of preventing, detecting, investigating or dealing with a fraud or security incident relating to a Contract under the DoSO.
- D.2 When providing personal information of a natural person under this clause, the Supplier warrants it will have obtained the consent of or provided reasonable notification to the person in accordance with the Privacy Act 1988 (Cth).
- D.3 Nothing in these clauses limits or derogates from the Supplier's obligations under the Privacy Act 1988 (Cth).

18.E Confidential Information

- E.1 The Supplier agrees not to disclose to any person, other than the Lead Customer, any Confidential Information of the Lead Customer, without prior written approval from the Lead Customer.
- E.2 The Supplier may disclose Confidential Information of the Lead Customer with its officers, employees, agents and Subcontractors who have a need to know the information for the purposes of the Contract, provided that the Supplier must ensure that its officers, employees, agents and Subcontractors are aware of, and comply with, the obligations in this clause 18.E. The Supplier agrees, on request by the Lead Customer, to arrange for officers, employees, agents and Subcontractors to give a written undertaking relating to nondisclosure of the Lead Customer's Confidential Information in a form acceptable to the Lead Customer.
- E.3 The Lead Customer will keep any information in connection with the DoSO confidential to the extent it has agreed in writing with the Supplier to keep such specified information confidential.
- E.4 The Lead Customer will not be in breach of any confidentiality agreement if the Lead Customer discloses Confidential Information of the Supplier to its advisers, officers, employees or contractors in connection with this DoSO or related activities, within the Customer's organisation or with another agency where this serves the Commonwealth's legitimate interests, or if it is required to disclose the information by law, a Minister, or a House or Committee of Parliament, or for accountability or reporting purposes.
- E.5 The obligations in this clause 18.E will not be breached where the relevant information:
- a) is publicly available (other than through breach of a confidentiality or non-disclosure obligation), or
 - b) is required by law, an order of the court or a stock exchange, but in the case of disclosure by the Supplier, any such request must be reported by Notice to the Lead Customer without delay and the text of the disclosure provided in writing to the Lead Customer as soon as practicable.

18.F Security and Safety

- F.1 When accessing any Commonwealth place, area or facility, the Supplier must comply with any security and safety requirements notified

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

to the Supplier by the Lead Customer or of which the Supplier is, or should reasonably be aware. The Supplier must ensure that its officers, employees, agents and Subcontractors are aware of, and comply with, such security and safety requirements.

F.2 If directed by the Lead Customer, the Supplier and its officers, employees, agents and Subcontractors are required to undertake a security briefing prior to being able to work inside a Commonwealth office, area or facility.

F.3 The Supplier must ensure that all information, material and property provided by a Lead Customer is protected at all times from unauthorised access, use by an unauthorised third party, misuse, damage and destruction and is returned as directed by the Lead Customer.

F.4 The Supplier acknowledges that unauthorised disclosure of security classified information is an offence. Legislation (including the Criminal Code Act 1995 (Cth)) contains provisions relating to the protection of certain information and sets out the penalties for the unauthorised disclosure of that information.

18.G Criminal Code

G.1 The Supplier acknowledges that the giving of false or misleading information to the Commonwealth is a serious offence under section 137.1 of the schedule to the Criminal Code Act 1995 (Cth).

G.2 The Supplier must ensure that its officers, employees, agents and Subcontractors engaged in connection with this DoSO are aware of the information contained in this clause.

18.H Fraud

H.1 The Supplier must take all reasonable steps to prevent and detect Fraud in relation to the performance of the DoSO. The Supplier acknowledges the occurrence of Fraud in relation to the DoSO or any Contract under the DoSO will constitute a breach of the DoSO.

H.2 If an investigation finds that the Supplier or its officers, employees, agents or Subcontractors have committed Fraud, or the Supplier has failed to take reasonable steps to prevent Fraud, the Supplier must reimburse or compensate the Lead Customer in full.

18.I Taxation

I.1 If the Supplier fails to comply with all applicable laws relating to taxation, the Lead Customer may terminate the DoSO and a Customer may terminate a Contract under the DoSO in accordance with D.E.15 [Termination or Suspension for Cause].

18.J Public Interest Disclosure

J.1 The Supplier must familiarise itself with the Public Interest Disclosure Act 2013 (Cth) and acknowledges that public officials, including service providers and their Subcontractors under a Commonwealth contract, who suspect wrongdoing within the Commonwealth public sector may raise their concerns under the Public Interest Disclosure Act 2013 (Cth).

J.2 Information for disclosers is available at <https://www.ombudsman.gov.au/Ourresponsibilities/making-a-disclosure>.

18.K Workplace Gender Equality

K.1 Where the Supplier is a relevant employer under the Workplace Gender Equality Act 2012 (Cth) (WGE Act) the Supplier must provide evidence that it complies with its obligations under the WGE Act before commencement of the DoSO and, if the term is more than 18 months, within 18 months of commencement, and annually thereafter for the duration of the Standing Offer Arrangement and any Contract under the DoSO.

K.2 If the Supplier becomes non-compliant with the WGE Act during the term of the DoSO, the Supplier must notify the Lead Customer's DoSO Manager and each Customer's Contract Manager, in writing within ten (10) Business Days.

18.L Shadow Economy Policy

L.1 The Supplier warrants that at the commencement of the Deed of Standing Offer it has a Valid and Satisfactory Statement of Tax Record.

L.2 The Supplier must hold a Valid and Satisfactory Statement of Tax Record at all times during the term of the Standing Offer Arrangement (including any extension).

L.3 The supplier warrants in relation to any first tier Subcontractor it has engaged to deliver goods and/or services as part of this contract resulting from a procurement with an estimated value of \$4 million or more (GST inclusive) that, at the time of entry into the subcontract, the supplier obtained all Valid and Satisfactory Statements of Tax Record required for the Subcontractor's entity type under Part 10 of the Shadow Economy Procurement Connected Policy

L.4 The Supplier must provide to the Lead Customer and, other Customers if required, a copy of any Statement of Tax Record that it holds in accordance with clause L.2 and L.3.

Commonwealth Deed of Standing Offer Terms (Commonwealth DoSO Terms)

D.E.19 Compliance with the Commonwealth Supplier Code of Conduct

- 19.1 The Supplier must comply with, and ensure that it's officers, employees, agents and Subcontractors comply with, the Code in connection with the performance of this DoSO.
- 19.2 The Supplier must:
- a) periodically monitor and assess its, and its officers', employees' and agents' compliance with the Code; and
 - b) on request from the Lead Customer, promptly provide information regarding:
 - i. the policies, frameworks or systems it has established to monitor and assess compliance with the Code, and
 - ii. the Supplier's compliance with clause 19.1.
- 19.3 The Supplier must immediately issue the Lead Customer a Notice on becoming aware of any breach of clause 19.1. The Notice must include a summary of the breach, the date that the breach occurred, and details of the personnel involved.
- 19.4 Where the Lead Customer identifies a possible breach of clause 19.1, it may issue the Supplier a Notice, and the Supplier must, within three (3) Business Days of receiving the Notice, either: where the Supplier considers a breach has not occurred: advise the Lead Customer that there has not been a breach and provide information supporting that determination; or
- a) where the Supplier considers that a breach has occurred: issue a Notice under clause 19.3 and otherwise comply with its obligations under this clause D.E.19.
- 19.5 Notwithstanding clause 19.4, a Lead Customer may notify the Supplier in writing that it considers that the Supplier has breached clause 19.1, in which case the Supplier must issue a Notice under clause 19.3 and otherwise comply with its obligations under this clause D.E.19.
- 19.6 A failure by the Supplier to comply with its obligations under any part of this clause will be a material breach of the DoSO.
- 19.7 Nothing in this clause or the Code limits, reduces or derogates from the Supplier's other obligations under the DoSO. The Lead Customer's rights under this clause are in addition to and do not otherwise limit any other rights the Lead Customer may have under the DoSO. The performance by the Supplier of its obligations under this clause will be at no additional cost to the Lead Customer.
- 19.8 The Supplier agrees that the Lead Customer or any other Commonwealth agency may take into account the Supplier's compliance with the Code in any future approach to market or procurement process.



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89
ABILIT AND AGEING

Annex 4 - DoSO Request for Quote and Contract Template

Request for Quote

This Request for Quote (**RFQ**) (including its attachments) is issued by the Customer under the Deed of Standing Offer (**DoSO**) as described below.

DoSO Details

DoSO Title	Government Communications Campaign Panel
Standing Offer Notice (SON) ID	SON3754402
Lead Customer Name	Department of Finance

RFQ Details

RFQ Reference ID	Health/PH25/10939
RFQ Release Date	10 July 2025
RFQ Closing Date and Time	11am Friday, 25 July 2025 (AEST)
Question Closing Date and Time	Tuesday 22 July 2025

Customer Details

Customer Name	The Commonwealth of Australia as represented by the Australian Government Department of Health, Disability and Ageing
Customer ABN	83 605 426 759
Customer Contact Officer Name	s47E(c) s47F
Customer Contact Email	
Customer Contact Phone	
Customer's Public Interest Disclosure Contact Officer <i>Refer to the Commonwealth DoSO Terms clause D.E.20.H.1 Public Interest Disclosure</i>	All Public Interest Disclosure matters relating to this procurement should be referred to: Name/Position: Authorised Officer Email Address: publicinterestdisclosure@health.gov.au
Complaints <i>If your issue is not resolved by the Contact Officer or alternative complaints person, refer here for more information relating to the handling of complaints.</i>	In the first instance, complaints, if any, relating to this ATM should be directed to the Customer Contact Officer (see above) or: Name/Position: Procurement Advisory Service Email Address: procurement.advice@health.gov.au

Contract Details

Proposed Start Date	Monday 4 August 2025
Proposed Term	This Contract will terminate on Monday, 30 June 2026.
Contract Extension Option	The contract includes an option to extend for one (1) year.

Any resulting Contract will be subject to the DoSO Terms (to the extent these apply) and will incorporate the Commonwealth Contract Terms current at the RFQ Release Date as published at <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs> along with any Additional Terms specified in the Statement of Work (Part 1) – Details of the Customer’s Requirements.

Attachments

This RFQ includes the following attachments:

- Statement of Work (Part 1) – Details of the Customer’s Requirements
- Statement of Work (Part 2) – Supplier’s Response
- Commonwealth Contract Terms current at the RFQ Release Date, published at: <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>.

These attachments, along with any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer.

Lodgement

The Supplier’s Response must be lodged by the RFQ Closing Date and Time. The Customer will not consider late responses, unless the response is received late solely due to the mishandling by the Customer.

The Supplier must submit the completed form **Statement of Work (Part 2) – Supplier’s Response** in order to be considered for the Customer’s Requirement. Other files may be submitted if required by the Customer.

The Supplier’s Response must be lodged electronically to the email address **S47E(c) S47F** and should refer to the RFQ Reference ID.

Lodging a response will constitute an offer by the Supplier to provide the Customer’s Requirement on the terms and conditions of the DoSO and the Contract. This RFQ is an invitation to treat and is not taken to be or relied upon as an offer capable of acceptance by any person or creating any form of contractual or other right, whether implied or otherwise.

Any questions or complaints regarding this RFQ must be directed to the Customer’s Contact Officer.

Statement of Work (Part 1)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/10939
Customer Name	Australian Government Department of Health, Disability and Ageing

Details of Customer's Requirement

The Supplier must provide the Customer's Requirement in accordance with the Deed of Standing Offer plus any detailed below:

R.A.1	Required Capabilities	Establishment of an ongoing Medicare Sentiment Monitor Tracking
R.A.2	Detailed Description of the Requirement	
	INTRODUCTION The Department of Health, Disability and Ageing (the department) is seeking research services to establish a Medicare Sentiment Monitor, an ongoing tracking survey that gauges understanding, knowledge, attitudes, experience and behaviours related to Medicare services. This survey instrument will track core metrics, periodically relevant topics and emerging issues related to Medicare, with optional qualitative deep dives to explore issues in depth where required. The Monitor will continually operate via monthly waves, engaging Australians aged 18 years and over, health professionals, and key target audiences of interest to deliver timely data and insights regarding perceptions and experiences of Medicare services. These insights will support the Department in shaping strategic direction, information communications and policy, and ensure that Australians can access the Medicare services available to them. The establishment of the Medicare Sentiment Monitor survey instrument necessitates an initial phase of consultation for survey development. During this phase the supplier will liaise closely with The Department to establish different survey components, including: • modules for tracking permanent metrics • modules for tracking periodically relevant metrics • a dynamic module to deep dive on specific areas of interest • qualitative research methodologies that may be deployed • monthly sample and quotas • monthly fieldwork dates • timeframes for monthly reporting and deliverables Following the establishment of the Medicare Sentiment Monitor survey instrument, the supplier will be required to negotiate with the Department to determine an appropriate ongoing project plan to accommodate each monthly wave of research. This project plan will establish ongoing • WIP and monthly planning meetings • fieldwork updates • expected reporting requirements and timelines.	

As The Monitor will be continually running, the supplier is expected to demonstrate an ongoing commitment to the project through a dedicated project management team and resources.

BACKGROUND

Health influences, and is influenced by, how we feel and how we interact with the world around us. Health is broader than just the presence or absence of disease, it reflects the complex interactions between a person's genetic makeup, family environment, and social and economic conditions¹. It is also affected by their perceptions, emotions, and behaviours².

Medicare is Australia's universal health care system and has been in place since 1984. Medicare helps Australians with the costs of seeing a doctor or specialist, getting medicines and with going to hospital.

The Australian Government subsidises the cost of health services covered by the Medicare Benefits Scheme (MBS) for all Australians since 1984. Medicare-subsidised services provided in non-hospital settings enable eligible Australians to use a wide range of general practice, diagnostic, allied health, specialist and nursing and Aboriginal and Torres Strait Islander health worker services at no or partial cost.

s47E(d)



Australians are seeing a GP more often.

Yearly GP services attendance rate has increased from 3.8 to 6.8 visits per person from 1984 to 2022. The GP services attendance rate in the first full year of Medicare (1985) was 4.3.



How often we see a GP depends on where we live.

In 2022, the GP services attendance rate in Major cities was twice that of Very remote areas (7.0 and 3.5 respectively), however this gap has narrowed over time.



The average patient contribution for those GP services has increased over time.

From 1984 to 2022, the average patient contribution has increased by 294% from \$10.80 to \$42.70 (adjusted for inflation). At June 2023, average patient contribution was \$41.40.

¹ Australian Institute of Health and Welfare, 'What is health?', <https://www.aihw.gov.au/reports/australias-health/what-is-health/>; accessed 15/11/2023.

² Australian Institute of Health and Welfare, 'Australia's health 2022: data insights', <https://www.aihw.gov.au/reports/australias-health/australias-health-2022-data-insights/about/>; accessed 15/11/2023.

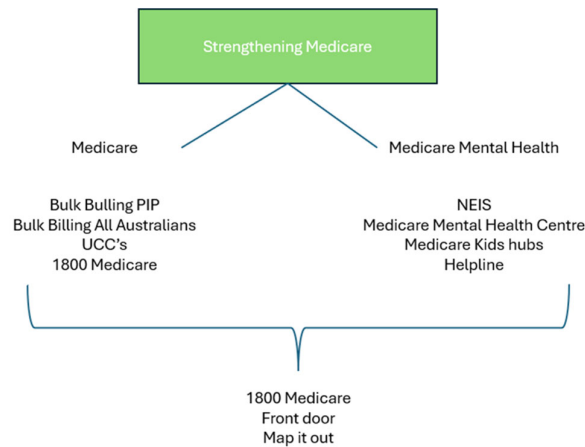
Broader context**Australian NOW, May 2025**

Cost of living remains a key concern for many Australians, followed by housing affordability, as the top two issues which Australians believe are the most important things for government to take action on. Three in five Australians (61%) continue to experience bill stress which remains largely driven by groceries followed by electricity bills, medical costs and petrol.

National Preventative Health Strategy (2021) ⁴

Work is being undertaken across a broad range of areas with a focus on **Strengthening Medicare** for Australians, including:

- Bulk Billing
 - committing to invest \$7.9 billion to expand eligibility for bulk billing incentives to all Australians
 - Establishing the Bulk Billing Practice Incentive Program to support general practices to bulk bill all patients
- MyMedicare
- 1800 Medicare: will be a free, nationwide 24/7 health advice line and afterhours GP telehealth service, backed by Medicare.
- Medicare Mental Health services, including:
 - National Early Intervention Service (NEIS)
 - Medicare Mental Health Centres
 - Kids Hub
- Urgent Care Clinics: continuing the development of 50 additional Medicare Urgent Care Clinics within the 2025-26 FY
- Workforce



The Department of Health, Disability and Ageing is seeking to establish a **Medicare Sentiment Monitor** to track ongoing understanding, knowledge, attitudes, experience and behaviours related to Medicare.

The research will be structured to include continuous survey tracking supplemented by the ability to conduct qualitative deep dives into key and emerging issues. The monitor should provide regular, in-depth insights into the sentiment and behaviours of Australians (aged 18yrs+) and health professionals to help inform the development of strategic direction and policy.

PREVIOUS RESEARCH

s47E(d)

COMMUNICATIONS CAMPAIGN

Previous campaigns

Previous Medicare campaigns that the department has conducted research on include:

- Medicare Benefits (2024)
- MyMedicare (2023)
- Medicare Urgent Care Clinics (2023-25)

Future campaigns

s47E(d)

RESEARCH TASK

The research will provide **ongoing, longitudinal insights** into public perceptions and experiences of Medicare. The Monitor will track ongoing metrics, while also remaining responsive to emerging topical issues via deep dive research that utilises appropriate quantitative and qualitative research methodologies.

Core Areas of Inquiry

The following core Medicare domains are eligible for investigation and ongoing tracking under the Medicare Sentiment Monitor:

- Bulk Billing
- MyMedicare
- 1800Medicare
- Medicare Mental Health services, including:
 - National Early Intervention Service (NEIS)
 - Medicare Mental Health Centres
 - Kids Hub
- Urgent Care Clinics

Survey Metrics

To effectively monitor and evaluate public perceptions of Medicare, a comprehensive set of survey metrics will be employed. These metrics are designed to capture both quantitative and qualitative insights into how individuals understand, access, and experience Medicare services.

Survey metrics of interest fall under the following key dimensions:

1. **Knowledge, perceptions and attitudes of Medicare** – investigating the knowledge perceptions and attitudes that users broadly have of Medicare and its related services.
2. **Broader contextual insights**

1. Knowledge, perceptions and attitudes of Medicare

- **Awareness** of Medicare and its services
- **Knowledge** and understanding of available services
- **Usage and access**, including GP access and barriers
- **Perceptions and reputation**, including Government management of Medicare, and changes to Medicare services
- **Eligibility** and perceived eligibility
- **Satisfaction** with access, affordability, and outcomes
- **Attitudes** toward Medicare and its role in the health system
- **Concerns and challenges** experienced
- **Support for Medicare** as a public health system
- **Feedback**, prompted and unprompted (e.g., “Top things, recent changes you’ve heard about Medicare this week”)
- **Information gaps** and unmet informational needs
- Perceptions and use of digital services (e.g. telehealth, ePrescriptions)
- **Expectations** and confidence of future of Medicare

2. Broader contextual insights

The Sentiment Monitor will be required to provide ongoing insights into a broader Australian context that can monitored over time. The following areas provide an indicative list of areas of inquiry, with the need to explore other emerging issues on an iterative basis, as required:

- Domestic mood (e.g. optimism/pessimism, confidence)
- Top 10 National Issues (e.g. cost of living, housing, environment/climate change etc)

- Artificial intelligence
- Other health topics e.g.
 - Health expectations
 - Continuity of care
 - Health access and equity
- Expectations and confidence in future Medicare system (e.g. sustainability)

The Supplier will be required to recommend in their Response the most appropriate methodology to undertake the research, based on the quantitative and qualitative components outlined below. A mix of online and face-to-face qualitative fieldwork is required.

It is expected that the research design would include the following components and options:

1. Quantitative:

- **A continuous tracking survey of a nationally representative sample of Australians 18+ yrs** with the following additional optional boosts to sample:
 - boost samples for survey respondents of specific audiences as and when required, e.g. additional focus on specific age cohort
 - CATI boost samples of specific audiences as and when required (e.g. Australians aged 70+, those with low SES/digital literacy)
 - **Option to include tracking of health professionals** (GPs, practice managers, pharmacists, mental health professionals etc).

2. Qualitative: Ad hoc research conducted for the purpose of exploration of specific issues in-depth, and development and optimisation of communications resources (such as below the line campaign material, information resources for GPs).

This may include targeted qualitative research with:

- Australians (18 yrs+)
- Health professionals (e.g. GPs) and/or aged care and disability care workers
- CALD
- First Nations people

It is expected the research tool will evolve and cover more topics of interest to the Department over time, noting we expect some flexibility of research tools that adapt as and when required.

RESEARCH OBJECTIVES

The overarching objectives for the research will be to provide ongoing insights that can be monitored over time within the following areas:

- Explore awareness, and understanding of Medicare and its associated services;
- Explore awareness, understanding, and attitudes of various Medicare and health care services- including eligibility and perceived eligibility, usage and access and support for Medicare
- Identify areas of satisfaction and challenges and concerns experienced
- Explore and identify any specific differences in awareness, understanding, attitudes and needs for multicultural and First Nations audiences, as well as vulnerable Australians (including people with a disability, a mental illness or low socio-economic status) and those with low health literacy
- Explore both prompted and unprompted feedback to identify changes in attitude and public perceptions of Medicare and public health issues, including, but not limited to, the broader political landscape, emerging considerations and needs of Medicare and topical public health issues
- Perspectives of healthcare professionals and their attitudes and beliefs regarding Medicare and specific initiatives focused on healthcare professionals, as well as the broader health system (inclusive of items mentioned above) and learnings from patients/clients and peers

- Test and optimise communications material which may include above the line, below the line and PR material as required

Ultimately, research will provide an ongoing, longitudinal view of public perception of Medicare and understanding, knowledge, attitudes, experience and behaviours related to Medicare services to inform a strategic approach to communication and campaign development.

DELIVERABLES

Research requirements include:

- B1 Inception meeting
- B2 Research design
- B3 Sampling
- B4 Research instrument development
- B5 Fieldwork / Data collection
- B6 Analysis & Recommendations
- B7 Preparation and delivery of presentations and reporting

These requirements are further documented below.

1. Inception meeting

An inception meeting will be held upon commencement of the project to explore, agree and confirm the parameters for the research. This will include:

- establishing a shared understanding of the current context for the research, including refinement of problem definitions, current known behaviours and attitudes, and key issues that impact upon the context for the research and campaign more broadly;
- confirmation of key audiences and sampling frameworks for the research;
- the focus and breadth of the research (informing development of research tools to be employed in the research);
- agreement/confirmation of timeframes for the research; and
- establishing project update and reporting frameworks.

2. Research Design

The Supplier is invited to recommend the most appropriate methodology to undertake the services within the specifications provided, including the timeframes and need for ongoing delivery of insights and reporting.

It is expected that a mix of quantitative and qualitative components are used, including online and face-to-face qualitative fieldwork. It is expected that the Medicare Sentiment Monitor will evolve and cover more topics of interest to the Department over time, noting we expect some flexibility of research tools that adapt as and when required.

Your response should include a clear outline of the proposed approach, as well as a clear rational and identification of any risks and/or limitations of the proposed approach should be explored in the response.

Where risks or limitations of the approach are identified, exploration of steps to minimise these risks should also be identified.

Separate costings are required for both the quantitative and qualitative approaches and for general population and targeted workforce research components.

3. Sampling

An outline of the proposed sampling methodology must be included in the Response.

Sampling should be nationally representative among the adult population (aged 18 years of age and over).

In addition, the sampling should include consideration of inclusion of Culturally and Linguistically Diverse audiences and Aboriginal and Torres Strait Islander audiences, as reflected in the Australian population.

General population sample:

The research will comprise of a primary sample of relevant audiences, as follows:

- Australian population 18 yrs and older, including:
 - People who are vulnerable, including people with intellectual or physical disability and those with low or no income and in low socioeconomic areas
 - First Nations peoples
 - Culturally and linguistically diverse (CaLD) communities
 - Older Australians
 - Parents and carers of children.
 - People with lower levels of health literacy
 - A mix of those with varied levels of mental health (K10)

Sampling frameworks will need to ensure that the research sample takes into account key demographic factors relevant to the research. The sample should be sufficient to allow for analysis by subgroups including age, target audience, and other demographic criteria.

In particular, this should include:

- Males and females
- People living in urban, rural and remote areas
- Participants from all states and territories
- A range of socio-economic factors e.g. education and household income levels
- A range of life-stages, family and household types
- A range of frequency of health system use; those on regular medications vs. not-on regular medications, those with chronic illness vs. those without, those with and those without a Medicare card

Targeted workforce sample:

- Those working in Healthcare including:
 - Primary healthcare practitioners (GPs, practice nurses)
 - Aged care / disability care in residential settings.
 - Psychologists
 - Mental health nurses
 - Practice managers

The proposal should include **an indicative sample structure**, comprising proposed demographic and experiential characteristics of the sample frame. The final sample framework is required to be approved by the Department prior to commencement of recruitment at each phase.

4. Research Instrument Development

Research instruments (including any tools, discussion guides, activity frameworks and questionnaires) are required to be developed in close collaboration with the Department. This will include key areas for discussion with research participants, and suitable approaches to discussions (or other research formats proposed) that will maximise the amount and quality of feedback elicited within timeframes for the research.

Draft instruments are to be provided to the Department for comment, and agreement on final tools will occur prior to the commencement of fieldwork.

5. Fieldwork / Data collection

Recruitment of participants and all fieldwork will be undertaken by the Supplier in accordance with the agreed sample design and project plan.

The Supplier will be responsible for obtaining approvals relating to participants taking part in the research where necessary.

6. Analysis and Recommendations

Analysis and detailed reporting of the themes and data will be undertaken by the Supplier, and will need to consider the research objectives and provide clear findings, recommendations and rationale for all recommendations.

7. Preparation and Delivery of Presentations and Reporting

Monthly reporting

Reporting will occur monthly, allowing the research to track key changes, identify areas of emerging sensitivity, understand consumer experience and identify drivers of attitudes across key areas of interest.

This will include a verbal presentation of findings as well as provision of written reporting outlining the methodological approach, findings and recommendations. Reporting and presentation requirements are outlined below, at R.A.8 "Reporting".

Ad hoc reporting

Such as...

- Reports on qualitative deep dives into key and emerging issues
- 'Hot topics' mini high-level reports

BUDGET

The total budget for this research project is up to a maximum of \$720,000 (excl. GST)/\$792,000 (incl. GST).

The Response should provide a quotation to provide the requested Services.

The quotation provided:

- **must not exceed the total budget;**
- **must include all costs** associated with the project, including incentives and incidentals;

	• must itemise the GST component; and • should itemise all fees and costings relating to the project as much as possible. • note costing to clearly indicate the provision of any options (including itemised costs for each separate element of the research and associated reporting costs).	
u	Standards	The Supplier must comply with the following Standards: • any Standards specified in the DoSO; • conformity with the Research Society Code of Professional Behaviour; • conformity with the Privacy Act 1988 and the Australian Privacy Principles (APPs); and • conformity with the values and principles of ethical research as articulated in the National Statement on Ethical Conduct in Research Involving Humans, issued by the National Health and Medical Research Council (NHMRC). Researchers must hold membership to the Research Society and maintain membership for the duration of the contract period. In support of the above mandatory conditions, the Response should also include where applicable statements relating to: • conformity with Quality Assurance Schemes such as AS 4752 or ISO 20252 or equivalent; or • evidence of participation in other recognised quality assurance schemes or relevant professional memberships.
R.A.4	Key Performance Indicators	• Not Applicable
R.A.5	Security Requirements	Supplier personnel undertaking work on this Contract will not be required to hold a current security clearance.
R.A.6	Work Health and Safety	The Supplier must comply with the following Work Health and Safety requirements: • Work Health and Safety requirements specified in DoSO
R.A.7	Delivery and Acceptance	The Supplier must comply with the following Delivery and Acceptance requirements: • Delivery and Acceptance requirements specified in DoSO

		• The Supplier must provide the Customer with reports and other deliverables as set out in the indicative timeline table below.
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89
ABILITY AND AGEING

R.A.8	Reporting	The Supplier will be responsible for preparation and delivery of written reports and verbal presentations at the conclusion of each phase of research outlining the detailed research findings. The Supplier will be responsible for the preparation and delivery the reports outlined in R.A.7 “Delivery and Acceptances”.
R.A.9	Meetings	The Supplier must attend meetings as follows: • Project Updates: Regular verbal phone progress reports will be required at the Customer’s discretion throughout the project. • Presentation(s) of Results: Presentations of findings, key outcomes and insights, as well as key recommendations will be required, as outlined in the table above (Delivery and Acceptance) at the conclusion of each phase of research. Presentations will be by videoconference supported by slides in .ppt or similar visual format. Debriefs will generally be 1-2 hours duration. s47E(d) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
R.A.10	Facilities and Assistance offered by the Customer	The Customer will provide input to development of all research instruments such as recruitment screeners and discussion guides. The Customer will not make any other facilities or assistance available to the Supplier.
R.A.11	Customer Material provided by the Customer:	The Customer will not provide any material unless otherwise negotiated prior to execution of a contract.
R.A.12	Insurances	Suppliers must have, or be prepared to obtain if engaged, the following levels of insurance and indemnity coverage in place for the duration of the contract: • Workers Compensation to an amount required by law; • \$10,000,000 Public Liability; and • \$2,000,000 Professional Indemnity. The Response must include a statement to confirm that this condition can be met.
R.A.13	Indigenous Procurement Policy Requirements	The Supplier must use reasonable endeavours to increase your: • purchasing from Indigenous enterprises; and • employment of Indigenous Australians,

		in the provision of the Required Capabilities. Purchases from Indigenous enterprises may be in the form of engagement of an Indigenous enterprise as a subcontractor, and use of Indigenous suppliers in the seller's supply chain. In R.A.13, "Indigenous enterprise" means an organisation that is 50 per cent or more Indigenous owned that is operating a business. This project is exempt from the Indigenous Procurement Policy (IPP).
R.A.14	WGE compliance	Not applicable.

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89
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Additional Contract Terms

Note to Supplier:

This is an example of **some** of the additional terms which may be included in a Contract. This is not an exhaustive list of terms and Customers will ensure that any additional contract terms are tailored and appropriate to meet the Customer's requirements. Customers may therefore seek to amend, remove, or add to any of the following example terms, as required by the Customer.

An executed Contract will incorporate the Commonwealth Contract Terms current at the date of the Request for Quote, the following Additional Contract Terms, and any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer:

R.A.15	Payment Where the Customer and the Supplier both have the capability to deliver and receive e-Invoices through the Pan-European Public Procurement On-Line (PEPPOL) framework and have agreed to use electronic invoicing (e-Invoicing), the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within five (5) calendar days after receiving it, or if this day is not a business day, on the next business day. In all other circumstances, the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within thirty (30) calendar days after receiving it, or if this day is not a business day, on the next business day. If the total initial value of the Contract (excluding any options, extensions, renewals or other mechanisms that may be executed over the life of the contract) is less than A\$1 million (GST inclusive) and the Customer fails to make a payment to the Supplier by the business day it is due, the Customer will pay the unpaid amount plus interest on the unpaid amount, provided the amount of interest payable under this clause exceeds A\$100. Interest payable under this clause will be simple interest calculated in respect of each calendar day from the day after the amount was due and payable, up to and including the day that the Customer effects payment, calculated using the General Interest Charge Rate available on the Australian Taxation Office website as it applies on the day the amount was due and payable expressed as a daily rate.
R.A.17	Intellectual Property – Customer Owns The Customer owns the Intellectual Property Rights in the Material created under this Contract. To the extent the Supplier or a third party holds any Intellectual Property Rights in any existing Material, the Supplier hereby agrees to licence the Customer to enable the Customer to exercise full rights and interests in the Intellectual Property Rights in any Material provided under this Contract. The Supplier agrees to create, execute or sign any documents and perform all acts which may be necessary to allow the use of those rights by the Customer for any purpose. The Customer grants to the Supplier a non-exclusive, non-transferable, irrevocable, royalty-free licence for this Contract Term to exercise the Intellectual Property Rights in the Material for the sole purpose of fulfilling its obligations under this Contract. The licence in this clause is subject to any conditions or limitations of third parties that the Customer notifies to the Supplier. Intellectual Property Rights in Goods provided under this Contract or pre-existing Intellectual Property of the Supplier, set out below (if any), will not change as a result of this Contract.

R.A.18	Pre-Existing Intellectual Property
	For pre-existing Intellectual Property listed at R.B.7 (if any), the Supplier grants to, or in the case of Third-Party Material, must obtain for the Customer a non-exclusive, irrevocable, royalty-free, perpetual, world-wide licence (including the right to sub-licence) to exercise the Intellectual Property Rights in all Pre-existing Material and Third-Party Material incorporated into the Material to enable the Customer to receive the full benefit of the Goods and/or Services and the Material and to exercise its rights in relation to the Material.
R.A.19	Confidential Information of the Supplier
	For confidential information of the Supplier listed at R.B.8 (if any), the Customer agrees that the information meets the Commonwealth's confidentiality guidelines and agrees to treat the information as confidential unless required by law to disclose the information. The Customer retains the right to disclose any other information contained in this Contract.
R.A.20	Directions from the Lead Customer
	The Supplier must comply with any reasonable directions given by the Lead Customer from time to time in relation to the performance of the Services under this Contract. If there is any inconsistency in any direction given by the Lead Customer under this DoSO or a Customer under any Contract, the directions of the Lead Customer will prevail.
R.A.21	Compliance with the Commonwealth Supplier Code of Conduct
	1 For the purposes of this clause, 'Commonwealth Supplier Code of Conduct' or 'Code' means the Commonwealth Supplier Code of Conduct, as published on 1 July 2024, as updated from time to time. 2 The Supplier must comply with, and ensure that its officers, employees, agents and subcontractors comply with, the Code in connection with the performance of this Contract. 3 The Supplier must: a. periodically monitor and assess its, and its officers', employees', and agents' compliance with the Code; and b. on request from the Customer, promptly provide information regarding: i. the policies, frameworks, or systems it has established to monitor and assess compliance with the Code, and ii. the Supplier's compliance with clause 2. 4 The Supplier must immediately issue the Customer a Notice on becoming aware of any breach of clause 2. The Notice must include a summary of the breach, the date that the breach occurred, and details of the personnel involved. 5 Where the Customer identifies a possible breach of clause 2, it may issue the Supplier a Notice, and the Supplier must, within three (3) Business Days of receiving the Notice, either: a. where the Supplier considers a breach has not occurred: advise the Customer that there has not been a breach and provide information supporting that determination; or b. where the Supplier considers that a breach has occurred: issue a Notice under clause 4 and otherwise comply with its obligations under this clause .

	6 Notwithstanding clause 5, a Customer may notify the Supplier in writing that it considers that the Supplier has breached clause 2, in which case the Supplier must issue a Notice under clause 4 and otherwise comply with its obligations under this clause X. 7 A failure by the Supplier to comply with its obligations under any part of this clause will be a material breach of the Contract. 8 Nothing in this clause or the Code limits, reduces, or derogates from the Supplier’s other obligations under the Contract. The Customer’s rights under this clause are in addition to and do not otherwise limit any other rights the Customer may have under the Contract. The performance by the Supplier of its obligations under this clause will be at no additional cost to the Customer. 9 The Supplier agrees that the Customer or any other Commonwealth agency may take into account the Supplier’s compliance with the Code in any future approach to market or procurement process
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89
ABILITY AND AGEING

Statement of Work (Part 2)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/10939

Supplier's Response

The Supplier proposes to provide the Customer's Requirement as set out in the Statement of Work (Part 1) as set out below:

R.B.1	Supplier Details	
R.B.1(a)	Supplier Name	
R.B.1(b)	Supplier ABN	
R.B.1(c)	Supplier ACN	
R.B.1(d)	Supplier Contact Officer Unless otherwise specified, the Contact Officer is nominated as the Supplier Contract Manager.	Name/Position: Postal Address: Email: Telephone:
R.B.2	Detailed Proposal to meet the Customer's Requirement	
	Standards The Supplier proposes to meet the following Standards: The supplier will ensure that any goods and services provided under this Contract comply with all applicable Australian standards (or in its absence an international standard) including any requirements or standards specified in this Statement of Work. If requested by the Customer, the Supplier must enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with all applicable Australian or international standards, including, but not limited to, those specified in this Statement of Work.	
	Key Performance Indicators The Supplier proposes to meet the following Key Performance Indicators: Not applicable	
R.B.3	Price (GST Inclusive) The Supplier must complete the attached pricing templates, or such other pricing templates as required by the Lead Customer or Customer from time to time. In addition, the Supplier must specify: - the total price inclusive of GST, taxes and charges - fixed prices for any Milestones (calculated in a manner that is consistent with the pricing arrangements under the DoSO), inclusive of GST, taxes and charges as well as all other associated costs, including delivery fees, if applicable	

	- any expenses not included in the total price - a payment schedule for any Milestones. The Customer will not reimburse any expenses incurred for the purposes of the Contract, unless the Supplier obtains the Customer's specific written approval prior to incurring the relevant expense. All proposed pricing must be consistent with the requirements set out in the DoSO. The total price inclusive of GST is \$XXXX including GST. This is comprised of: \$XXXX inc GST of variable costs \$XXXX inc GST of fixed costs \$XXXX inc GST of third party costs Proposed milestones are: 30% on completion of Stage XX 40% on completion of Stage XX 30% on completion of Stage XX
R.B.4	Specified Personnel Only specify personnel where the Customer Requirement has identified personnel are required to have specific skills, experience or qualifications. Insert 'Not Applicable' if none. Name: Position/Role: Name: Position/Role:

89
ABILITIES AND AGEING

R.B.5	Subcontractors Provide details for each subcontractor organisation you will use. Insert 'Not Applicable' if none.	Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted:
R.B.6	Conflicts of Interest	
R.B.7	Pre-existing Intellectual Property	
R.B.8	Confidential Information	
R.B.9	Other Relevant Details	
R.B.10	Attachments Detail any other files that form part of the Supplier's Response.	

Contract

The Supplier's offer dated DD/MM/YYYY for RFQ ID Health/PH25/707 is accepted - see attached Statement of Work (Part 2).

This Contract is issued under the **Deed of Standing Offer (DoSO) SON3754402** for Government Communications Campaign Panel. The Parties agree that by signing this Commonwealth Contract they enter into a Contract comprising of:

- The DoSO and its terms, to the extent these apply (including the Additional DoSO Terms)
- This Contract Details form
- Statement of Work (Part 1) - Details of Customer's Requirement, including any Additional Contract Terms (as amended and agreed between the parties, and attached at Schedule 1)
- Statement of Work (Part 2) - Supplier's Response (as amended and agreed between the parties, and attached at Schedule 2)
- Commonwealth Contract Terms in force at the RFQ Release Date, available here:
(<https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>).

C.A.1 Contract Details

C.A.1(a)	Contract Reference ID	Health/PH25/10939
C.A.1(b)	Contract Start Date	XX January 2025
C.A.1(c)	Contract End Date	This Contract will terminate on 30 June 2026.
C.A.1(d)	Contract Extension Option	The contract includes an option to extend for one (1) year.
C.A.1(e)	Maximum Contract Price	The maximum Contract Price inclusive of GST and all taxes and charges will not exceed [Insert price] as set out in R.B.3.

This Contract commences on the Contract Start Date or the date this Contract is executed, whichever is the latter, and continues until the Contract End Date unless:

- it is terminated earlier; or
- there is a Contract Extension Option and this is exercised by the Customer, in which case the Contract will continue until the end of the extended time unless it is terminated earlier.

C.A.2 Customer's Particulars

C.A.2(a)	Customer Name	The Commonwealth of Australia as represented by the Department of Health
C.A.2(b)	Customer ABN	83 605 426 759
C.A.2(c)	Customer's Public Interest Disclosure Contact Officer <i>Refer to the Commonwealth DoSO Terms clause D.E.20.H.1 Public Interest Disclosure</i>	All Public Interest Disclosure matters relating to this Contract should be referred to: Name/Position: Authorised Officer Email: publicinterestdisclosure@health.gov.au Phone: (02) 6289 1807

C.A.2(d)	Delivery and Acceptance	See R.A.7 of Statement of Work (Part 1).
C.A.2(e)	Complaints <i>If your issue is not resolved, refer</i> https://www.finance.gov.au <i>for more information relating to the handling of complaints</i>	In the first instance, complaints, if any, relating to this Contract should be directed to the Customer Contact Officer (see above) or: Name/Position: Procurement Advisory Service Email: procurement.advice@health.gov.au Phone: (02) 6289 5924

C.A.3 Supplier's Particulars

C.A.3(a)	Supplier Name	
C.A.3(b)	Supplier ABN	87 142 679 221
C.A.3(c)	Supplier ACN	142 679 221

C.A.4 Notices under this Contract

Contract Managers are responsible for issuing or accepting any written Notices under this Contract and are the contact points for general liaison, unless otherwise agreed.

C.A.4(a)	Customer's Contract Manager	Name/Position: s47E(c) s47F Postal Address: PO Box 9848, Sydney NSW 2001, Australia Email: s47E(c) s47F Telephone: s47E(c)
C.A.4(b)	Supplier's Contract Manager	Name/Position: Postal Address: Email: Telephone:

C.A.5 Specified Personnel

See R.B.4 of Statement of Work (Part 2) and D.D.3(r) of the DoSO.

C.A.6 Subcontractors

See R.B.5 of Statement of Work (Part 2).

C.A.7 Invoices

All invoices issued to the Customer must be addressed to the addressee and issued by email as specified in C.A.7(a) below.

C.A.7(a)	Customer's Address for Invoices	Addressee Name/Position: Health Invoice capture [Email / Postal Address]: Health_invoicecapture@concursolutions.com CC: s47E(c) s47F
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EXECUTED as a contract:

Signed for and on behalf of the **Commonwealth of Australia** as represented by Department of Health **ABN** 83 605 426 759 by its duly authorised delegate in the presence of:

Signature of witness

Signature of delegate

Name of witness (*print*)

Name of delegate (*print*)

Position of delegate (*print*)

Date:

DELETE AS APPROPRIATE

Executed by [Supplier] **ACN** [insert ACN] **ABN** [insert ABN] in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of director

Signature of director/company secretary

(Please delete as applicable)

Name of director (print)

Name of director/company secretary (print)

Date:

Executed by [Supplier] **ACN** [insert ACN] **ABN** [insert ABN] in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of sole director / company secretary

Signature of witness

Name of sole director / company secretary (**print**)

Name of witness (**print**)

Date:

Executed by [Supplier] **ACN** [insert ACN] **ABN** [insert ABN] in the presence of:

Signature of witness

Signature of supplier

Name of witness (**print**)

Name of supplier (**print**)

Date:

Executed by the Trustee of [Supplier] **ACN** [insert ACN] **ABN** [insert ABN] in the presence of:

Signature of witness

Signature of trustee

Name of witness (*print*)

Name of trustee (*print*)

Date:

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89
ABILITY AND AGEING

Schedule 1 - Statement of Work (Part 1)

[Insert agreed Statement of Work (Part 1) - Details of Customer's Requirement, including any Additional Contract Terms (as amended and agreed between the parties).]

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89
ABILITY AND AGEING

Schedule 2 - Statement of Work (Part 2)

[Insert agreed Statement of Work (Part 2) - Supplier's Response as agreed between the parties.]

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89
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Schedule 3 – Commonwealth Contracting Terms

[Insert Commonwealth Contract Terms current at the RFQ Release Date, published at:

<https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs.>]

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89
ABILITY AND AGEING

Annex 4 - DoSO Request for Quote and Contract Template

Request for Quote

This Request for Quote (**RFQ**) (including its attachments) is issued by the Customer under the Deed of Standing Offer (**DoSO**) as described below.

DoSO Details

DoSO Title	Government Communications Campaign Panel
Standing Offer Notice (SON) ID	SON3754402
Lead Customer Name	Department of Finance

RFQ Details

RFQ Reference ID	Health/PH25/8867
RFQ Release Date	11 July 2025
RFQ Closing Date and Time	18 July 2025 (AEST time).
Question Closing Date and Time	16 July 2025 (AEST time)

Customer Details

Customer Name	The Commonwealth of Australia as represented by the Australian Government Department of Health, Disability and Ageing
Customer ABN	83 605 426 759
Customer Contact Officer Name	s47E(c) s47F
Customer Contact Email	
Customer Contact Phone	
Customer's Public Interest Disclosure Contact Officer <i>Refer to the Commonwealth DoSO Terms clause D.E.20.H.1 Public Interest Disclosure</i>	All Public Interest Disclosure matters relating to this procurement should be referred to: Name/Position: Authorised Officer Email Address: publicinterestdisclosure@health.gov.au
Complaints <i>If your issue is not resolved by the Contact Officer or alternative complaints person, refer https://www.finance.gov.au/procurement/procurement-coordinator/complaints-handling-charter.html for more information relating to the handling of complaints.</i>	In the first instance, complaints, if any, relating to this ATM should be directed to the Customer Contact Officer (see above) or: Name/Position: Procurement Advisory Service Email Address: procurement.advice@health.gov.au

Commonwealth Contracting Suite – Deed of Standing Offer

Contract Details

Proposed Start Date	28 July 2025
Proposed Term	This Contract will terminate on Tuesday, 30 June 2026.
Contract Extension Option	No option for extension will be included in the contract.

Any resulting Contract will be subject to the DoSO Terms (to the extent these apply) and will incorporate the Commonwealth Contract Terms current at the RFQ Release Date as published at <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs> along with any Additional Terms specified in the Statement of Work (Part 1) – Details of the Customer’s Requirements.

Attachments

This RFQ includes the following attachments:

- Statement of Work (Part 1) – Details of the Customer’s Requirements
- Statement of Work (Part 2) – Supplier’s Response
- Commonwealth Contract Terms current at the RFQ Release Date, published at: <https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>.

These attachments, along with any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer.

Lodgement

The Supplier’s Response must be lodged by the RFQ Closing Date and Time. The Customer will not consider late responses, unless the response is received late solely due to the mishandling by the Customer.

The Supplier must submit the completed form **Statement of Work (Part 2) – Supplier’s Response** in order to be considered for the Customer’s Requirement. Other files may be submitted if required by the Customer. The Supplier’s Response must be lodged electronically to the email address **S47E(c) s47F** and should refer to the RFQ Reference ID.

Lodging a response will constitute an offer by the Supplier to provide the Customer’s Requirement on the terms and conditions of the DoSO and the Contract. This RFQ is an invitation to treat and is not taken to be or relied upon as an offer capable of acceptance by any person or creating any form of contractual or other right, whether implied or otherwise.

Any questions or complaints regarding this RFQ must be directed to the Customer’s Contact Officer.

Statement of Work (Part 1)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/8867
Customer Name	Australian Government Department of Health, Disability and Ageing

Details of Customer's Requirement

The Supplier must provide the Customer's Requirement in accordance with the Deed of Standing Offer plus any detailed below:

R.A.1	Required Capabilities	Concept testing market research
R.A.2	Detailed Description of the Requirement	
	INTRODUCTION The Department is seeking research services to conduct concept testing research for phase two of the STI awareness campaign. New STI threats and other public health conditions continue to challenge Australia's response to STIs. Specifically, the ongoing spread of syphilis is considered a priority concern across Australia as infectious syphilis has the most serious consequences and health impacts of all notifiable STIs. s47E(d) Phase two of the STI campaign will build on the success of phase one, with a focus on elements that worked well in phase one, particularly advertising and media partnerships, as well as bespoke First Nations Communication. Concept testing will explore the potential to add complementary messaging focussed on the rising rates of infectious syphilis in the community. The campaign is scheduled to launch in April 2026 and be in market throughout 2026/27. BACKGROUND While notable progress has been made in the management of sexually transmitted infections (STIs) over recent years, the prevalence of some STIs has continued to rise in priority populations, particularly young people aged under 35 years – meaning it remains a public health challenge in Australia. There are four nationally notifiable STIs in Australia—syphilis, gonorrhoea, chlamydia and donovanosis. Most of these are treatable, however, management varies for each. New STI threats and other public health conditions continue to challenge Australia's response to STIs. The ongoing spread of syphilis is considered a priority concern across Australia. Chlamydia, gonorrhoea, and syphilis are of particular concern as notification frequency rates are highest across priority populations including young people aged between 15 and 34 years; gay,	

bisexual and other men who have sex with men; and First Nations communities within major cities, regional areas and remote locations.

Syphilis continues to be an increasing national public health concern, with severe health consequences including lifelong disability, miscarriage and death.

In January 2024, phase one of the 'Beforeplay' campaign launched – a new Australian government communication approach focusing on STI prevention. The digitally-led campaign encouraged young people aged 20 to 34 years – the age where most STI notifications occur - to prevent STIs by testing regularly and practising safe sex. The campaign advertising used a fun, creative and sex-positive approach which was highly engaging and unexpected from government.

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PREVIOUS RESEARCH AND OTHER RESOURCES

Developmental research conducted between 2019 / 2022 highlighted significant gaps in STI awareness and preventive behaviours among Australians aged 15–34. It also indicated social stigma around STIs and testing exists, with emotional responses such as fear, embarrassment and shame potentially preventing young adults from getting tested.

Other key insights included:

- **Low perceived risk:** Despite high awareness (85% aware of at least 1 STI), many young people do not perceive themselves as being "at risk", leading to complacency in preventive measures like condom use and regular testing.
- **Education gaps:** Many participants reported not receiving sexual education beyond year 9. This lack of formal and consistent sexual health education leads to gaps in knowledge regarding sexual health and STI prevention.
- **Influence of media:** With limited formal education, many turn to alternative sources such as pornography and social media for information, which can enable misconceptions and risky behaviours.

Opportunities for communication:

- **Normalise conversations:** Encourage open discussions about sexual health to reduce stigma and promote testing.
- **Leverage trusted sources:** Utilise healthcare professionals and credible media to promote accurate information on STIs and STI prevention.
- **Re-framing testing and prevention:** Pointing to sexual health as part of overall wellbeing like mental health can reduce stigma and increase engagement.

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COMMUNICATIONS CAMPAIGN

Phase two of the STI campaign aims to educate and raise awareness of STI prevention, with a focus on testing and treatment, and promote safe sex behaviours.

The campaign is planned to launch in early November 2025.

CAMPAIGN OBJECTIVES

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TARGET AUDIENCES

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KEY MESSAGES

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Key messaging was refined through three rounds of concept testing in August, September and November 2023. This testing identified messages and tone which have greatest impact and engagement to achieve the desired behavioural change.

The overarching tagline 'Make STI testing your Beforeplay' will continue the narrative to shift testing behaviour among the target audience. Messages include:

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CHANNELS

Upon approval of the campaign, the Australian Government's master media buying agency, Universal McCann, will be invited to provide a strategy and recommendations on media channels.

Due to the success of new, innovative and tactical targeting in the previous phase, where appropriate, this approach should be considered in conjunction with traditional media placements to reach young people for phase 2.

Channels for phase 2 of the campaign may include:

- Digital video
- Social media (including First Nations social targeted to areas with higher rates of syphilis including Queensland, Northern Territory, Western Australia and South Australia)
- Targeted out of home
- Digital audio
- Digital display
- Integrated media partnerships
- Search

Channels and forums that are used by culturally and linguistically diverse and First Nations audiences will also form part of the media strategy approach.

CREATIVE MATERIALS

The existing creative suite of advertising materials developed as part of phase one of the 'Beforeplay' campaign are planned to run again in phase two. The creative content was seen as highly engaging,

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easy to understand and achieved good cut through. Concept testing research will confirm the existing creative and messaging is still appropriate and explore any refinements or new messaging as part of the next stage of the campaign, particularly any new messaging focusing on Syphilis in either advertising and/or media partnerships.

First Nations

Outbreaks of syphilis in remote communities where transmission has not previously been seen is an increasing concern. Notification rates in First Nations people in remote and very remote areas of Australia continue to be the highest in Australia, reflecting sustained transmission associated with an outbreak that spans Queensland, the Northern Territory, Western Australia and South Australia.

Bespoke materials for First Nations audiences will be tested as part of phase 2 to address these concerns.

A continuation of the of the 'True or Gammon' concept, developed in phase one for public relations activity, will be tested to confirm the existing creative communicates effectively to audiences in rural and remote locations in areas with outbreaks and could potentially run as targeted advertising for First Nations.

Communication Challenges: Key considerations, risks and issues

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RESEARCH TASK

Concept testing research is required to inform the development of phase 2 of the STIs campaign. This campaign will continue to aim to educate and raise awareness of STI prevention, with a focus on testing and treatment and promote safe sex behaviours.

In addition to testing if the existing creative and messaging for the campaign is still effective and relevant, the research will explore the potential to add complementary messaging with a focus on the rising rates of infectious syphilis in the community.

The concept testing will also include First Nations messaging developed in phase one for the below-the-line campaign and will determine its effectiveness to run as part of targeted above the line activity.

Concept testing

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Concept testing research is required to test the current strategic approach to reach target audiences, as well as responses to a range of potential new messaging applied to existing out of home creative concepts. This will ensure campaign materials are effective in conveying key messages that meaningfully engage target audiences.

Concept testing requirements are as follows:

- 2 rounds of general population concept testing (re-testing BeforePlay creative and exploring additional syphilis messaging for out of home)
- 1 round of First Nations concept testing (testing True or Gammon social assets and understanding how it works with First Nations audiences, the general population including exploring additional syphilis messaging)

Additional POV reports may be required, please provide a cost for up to three additional POV reports.

RESEARCH OBJECTIVES

Concept testing objectives

- The extent to which creative execution(s) and proposed channels meet the communication objectives
- The extent to which key messages are appropriate, informative, convincing and relevant for the target audiences, and are consistent with the communication objectives
- The extent to which language is appropriate for audience and channel
- The extent to which terminology used is understood and is considered to be factual, convincing and relevant
- What (if any) changes need to be made in order to maximise the effectiveness of the concepts and messaging
- The potential for unanticipated, negative consequences of concepts or messages.

Ultimately, research will assist in determining the most optimal and effective approach for phase 2 of the STI campaign.

DELIVERABLES

Research requirements include:

- | | |
|----|---|
| B1 | Inception meeting |
| B2 | Research design |
| B3 | Sampling |
| B4 | Research instrument development |
| B5 | Fieldwork / Data collection |
| B6 | Analysis & Recommendations |
| B7 | Preparation and delivery of presentations and reporting |

These requirements are further documented below.

1. Inception meeting

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An inception meeting will be held upon commencement of the project to explore, agree and confirm the parameters for each phase of research. This will include:

- establishing a shared understanding of the current context for the research, including refinement of problem definitions, current known behaviours and attitudes, and key issues that impact upon the context for the research and campaign more broadly;
- confirmation of key audiences and sampling frameworks for the research;
- the focus and breadth of the research (informing development of research tools to be employed in the research);
- agreement/confirmation of timeframes for the research; and
- establishing project update and reporting frameworks.

2. Research Design

The Supplier is invited to recommend the most appropriate approaches to undertake the services within the specifications provided, including the timeframes and available budget. This should be accompanied by a clear rationale.

Your response should include a clear outline of the proposed approach, as well as a clear rational and identification of any risks and/or limitations of the proposed approach should be explored in the response. Where risks or limitations of the approach are identified, exploration of steps to minimise these risks should also be identified.

- 2 rounds of general population concept testing (re-testing BeforePlay creative and exploring additional syphilis messaging for OOH)
 - 1 round of First Nations concept testing (testing True or Gammon social creative and understanding how it works with First Nations audiences the general population, including exploring additional syphilis messaging)
- Additional POV reports may be required, please provide a cost for up to three additional POV reports.

3. Sampling

An outline of the proposed sampling methodology, including a detailed sample structure comprising proposed demographic and experiential characteristics of the sample frame for each phase of research, **must be included in the Response**.

The proposed approach to achievement of sampling and recruitment should also be included in the Response.

Sampling for the research should include consideration of the key audiences:

- 20-34 y.os across Australia (and 15-19 y.os who may see the advertising and age into the target group soon)
- High risk cohorts:
 - Heterosexual partners, particularly women of childbearing age
 - Gay, bisexual, men and men who have sex with men (GBMSM)
 - First Nations peoples
 - Multicultural audiences

The final sample framework and recruitment specifications are required to be approved by the Department prior to commencement of recruitment at each phase of research.

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4. Research Instrument Development

Research instruments (including any tools, discussion guides, activity frameworks and questionnaires) are required to be developed in close collaboration with the Department. This will include key areas for discussion with research participants, and suitable approaches to discussions (or other research formats proposed) that will maximise the amount and quality of feedback elicited within timeframes for the research.

Draft instruments are to be provided to the Department for comment, and agreement on final tools will occur prior to the commencement of fieldwork.

5. Fieldwork / Data collection

Recruitment of participants and all fieldwork will be undertaken by the Supplier in accordance with the agreed sample design and project plan.

The Supplier will be responsible for obtaining approvals relating to participants taking part in the research where necessary.

6. Analysis and Recommendations

Analysis and detailed reporting of the themes and data will be undertaken by the Supplier, and will need to consider the research objectives and provide clear findings, recommendations and rationale for all recommendations.

7. Preparation and Delivery of Presentations and Reporting

The Supplier will be responsible for preparation and delivery of reporting and verbal presentations outlining the findings. This will include a verbal presentation of findings as well as provision of written reporting outlining the methodological approach, findings and recommendations. Reporting and presentation requirements are outlined below, at R.A.8 "Reporting".

BUDGET

The total budget for this research project is up to a maximum of \$120,000 (excl. GST)/\$132,00 (incl. GST).

The Response should provide a quotation to provide the requested Services.

The quotation provided:

- **must not exceed the total budget;**
- **must include all costs** associated with the project, including incentives and incidentals;
- **must itemise the GST component;** and
- **should itemise all fees and costings relating to the project as much as possible.**
- **note costing to clearly indicate the provision of any options (including itemised costs for each separate element of the research and associated reporting costs).**

Commonwealth Contracting Suite – Deed of Standing Offer

Inform R.A.3	Standards	The Supplier must comply with the following Standards: - any Standards specified in the DoSO; - conformity with the Research Society Code of Professional Behaviour; conformity with the Privacy Act 1988 and the Australian Privacy Principles (APPs); and - conformity with the values and principles of ethical research as articulated in the National Statement on Ethical Conduct in Research Involving Humans, issued by the National Health and Medical Research Council (NHMRC). Researchers must hold membership to the Research Society and maintain membership for the duration of the contract period. In support of the above mandatory conditions, the Response should also include where applicable statements relating to: - conformity with Quality Assurance Schemes such as AS 4752 or ISO 20252 or equivalent; or - evidence of participation in other recognised quality assurance schemes or relevant professional memberships.
R.A.4	Key Performance Indicators	Not Applicable
R.A.5	Security Requirements	Supplier personnel undertaking work on this Contract will not be required to hold a current security clearance.
R.A.6	Work Health and Safety	The Supplier must comply with the following Work Health and Safety requirements: Work Health and Safety requirements specified in DoSO
R.A.7	Delivery and Acceptance	The Supplier must comply with the following Delivery and Acceptance requirements: - Delivery and Acceptance requirements specified in DoSO - The Supplier must provide the Customer with reports and other deliverables as set out in the indicative timeline table below.

Commonwealth Contracting Suite – Deed of Standing Offer

Milestone		Due Date
Inception Meeting		28 July 2025
Concept testing (Round 1)		From 4 August 2025
Round 1 concept testing (First Nations True or Gammon social creative)		4 - 5 August 2025
Round 1 concept testing (mainstream – including high risk cohorts)		13 – 15 August 2025
Round 1 debrief (First Nations and mainstream)		19 August 2025
Concept testing (Round 2)		From 25 August 2025
Round 2 concept testing		25 - 27 August 2025
Round 2 debrief		29 August 2025
Contract termination		30 June 2026
R.A.8	Reporting	The Supplier will be responsible for preparation and delivery of written reports and verbal presentations at the conclusion of each phase of research outlining the detailed research findings. The Supplier will be responsible for the preparation and delivery the reports outlined in R.A.7 “Delivery and Acceptances”.
R.A.9	Meetings	The Supplier must attend meetings as follows: • Project Updates: Regular verbal phone progress reports will be required at the Customer’s discretion throughout the project. • Presentation(s) of Results: Presentations of findings, key outcomes and insights, as well as key recommendations will be required, as outlined in the table above (Delivery and Acceptance) at the conclusion of each phase of research. Presentations will be by videoconference supported by slides in .ppt or similar visual format. Debriefs will generally be 1-2 hours duration. s47E(d) [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
R.A.10	Facilities and Assistance offered by the Customer	The Customer will provide input to development of all research instruments such as recruitment screeners and discussion guides. The Customer will not make any other facilities or assistance available to the Supplier.
R.A.11	Customer Material provided by the Customer:	The Customer will not provide any material unless otherwise negotiated prior to execution of a contract.

Commonwealth Contracting Suite – Deed of Standing Offer

R.A.12	Insurances	Suppliers must have, or be prepared to obtain if engaged, the following levels of insurance and indemnity coverage in place for the duration of the contract: - Workers Compensation to an amount required by law; \$10,000,000 Public Liability; and \$2,000,000 Professional Indemnity. The Response must include a statement to confirm that this condition can be met.
R.A.13	Indigenous Procurement Policy Requirements	The Supplier must use reasonable endeavours to increase your: - purchasing from Indigenous enterprises; and - employment of Indigenous Australians, in the provision of the Required Capabilities. Purchases from Indigenous enterprises may be in the form of engagement of an Indigenous enterprise as a subcontractor, and use of Indigenous suppliers in the seller's supply chain. In R.A.13, "Indigenous enterprise" means an organisation that is 50 per cent or more Indigenous owned that is operating a business. This project is exempt from the Indigenous Procurement Policy (IPP).
R.A.14	WGE compliance	Not applicable.

89
ABILITIES AND AGEING

Additional Contract Terms

Note to Supplier:

This is an example of **some** of the additional terms which may be included in a Contract. This is not an exhaustive list of terms and Customers will ensure that any additional contract terms are tailored and appropriate to meet the Customer's requirements. Customers may therefore seek to amend, remove, or add to any of the following example terms, as required by the Customer.

An executed Contract will incorporate the Commonwealth Contract Terms current at the date of the Request for Quote, the following Additional Contract Terms, and any applicable terms in the DoSO, will form the Contract if agreed and signed by the Customer:

R.A.15	Payment Where the Customer and the Supplier both have the capability to deliver and receive e-Invoices through the Pan-European Public Procurement On-Line (PEPPOL) framework and have agreed to use electronic invoicing (e-Invoicing), the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within five (5) calendar days after receiving it, or if this day is not a business day, on the next business day. In all other circumstances, the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within thirty (30) calendar days after receiving it, or if this day is not a business day, on the next business day. If the total initial value of the Contract (excluding any options, extensions, renewals or other mechanisms that may be executed over the life of the contract) is less than A\$1 million (GST inclusive) and the Customer fails to make a payment to the Supplier by the business day it is due, the Customer will pay the unpaid amount plus interest on the unpaid amount, provided the amount of interest payable under this clause exceeds A\$100. Interest payable under this clause will be simple interest calculated in respect of each calendar day from the day after the amount was due and payable, up to and including the day that the Customer effects payment, calculated using the General Interest Charge Rate available on the Australian Taxation Office website as it applies on the day the amount was due and payable expressed as a daily rate.
R.A.17	Intellectual Property – Customer Owns The Customer owns the Intellectual Property Rights in the Material created under this Contract. To the extent the Supplier or a third party holds any Intellectual Property Rights in any existing Material, the Supplier hereby agrees to licence the Customer to enable the Customer to exercise full rights and interests in the Intellectual Property Rights in any Material provided under this Contract. The Supplier agrees to create, execute or sign any documents and perform all acts which may be necessary to allow the use of those rights by the Customer for any purpose. The Customer grants to the Supplier a non-exclusive, non-transferable, irrevocable, royalty-free licence for this Contract Term to exercise the Intellectual Property Rights in the Material for the sole purpose of fulfilling its obligations under this Contract. The licence in this clause is subject to any conditions or limitations of third parties that the Customer notifies to the Supplier. Intellectual Property Rights in Goods provided under this Contract or pre-existing Intellectual Property of the Supplier, set out below (if any), will not change as a result of this Contract.

Commonwealth Contracting Suite – Deed of Standing Offer

R.A.18	Pre-Existing Intellectual Property
	For pre-existing Intellectual Property listed at R.B.7 (if any), the Supplier grants to, or in the case of Third-Party Material, must obtain for the Customer a non-exclusive, irrevocable, royalty-free, perpetual, world-wide licence (including the right to sub-licence) to exercise the Intellectual Property Rights in all Pre-existing Material and Third-Party Material incorporated into the Material to enable the Customer to receive the full benefit of the Goods and/or Services and the Material and to exercise its rights in relation to the Material.
R.A.19	Confidential Information of the Supplier
	For confidential information of the Supplier listed at R.B.8 (if any), the Customer agrees that the information meets the Commonwealth's confidentiality guidelines and agrees to treat the information as confidential unless required by law to disclose the information. The Customer retains the right to disclose any other information contained in this Contract.
R.A.20	Directions from the Lead Customer
	The Supplier must comply with any reasonable directions given by the Lead Customer from time to time in relation to the performance of the Services under this Contract. If there is any inconsistency in any direction given by the Lead Customer under this DoSO or a Customer under any Contract, the directions of the Lead Customer will prevail.
R.A.21	Compliance with the Commonwealth Supplier Code of Conduct
	1 For the purposes of this clause, 'Commonwealth Supplier Code of Conduct' or 'Code' means the Commonwealth Supplier Code of Conduct, as published on 1 July 2024, as updated from time to time. 2 The Supplier must comply with, and ensure that its officers, employees, agents and subcontractors comply with, the Code in connection with the performance of this Contract. 3 The Supplier must: a. periodically monitor and assess its, and its officers', employees', and agents' compliance with the Code; and b. on request from the Customer, promptly provide information regarding: i. the policies, frameworks, or systems it has established to monitor and assess compliance with the Code, and ii. the Supplier's compliance with clause 2. 4 The Supplier must immediately issue the Customer a Notice on becoming aware of any breach of clause 2. The Notice must include a summary of the breach, the date that the breach occurred, and details of the personnel involved. 5 Where the Customer identifies a possible breach of clause 2, it may issue the Supplier a Notice, and the Supplier must, within three (3) Business Days of receiving the Notice, either: a. where the Supplier considers a breach has not occurred: advise the Customer that there has not been a breach and provide information supporting that determination; or b. where the Supplier considers that a breach has occurred: issue a Notice under clause 4 and otherwise comply with its obligations under this clause .

Commonwealth Contracting Suite – Deed of Standing Offer

	6 Notwithstanding clause 5, a Customer may notify the Supplier in writing that it considers that the Supplier has breached clause 2, in which case the Supplier must issue a Notice under clause 4 and otherwise comply with its obligations under this clause X. 7 A failure by the Supplier to comply with its obligations under any part of this clause will be a material breach of the Contract. 8 Nothing in this clause or the Code limits, reduces, or derogates from the Supplier's other obligations under the Contract. The Customer's rights under this clause are in addition to and do not otherwise limit any other rights the Customer may have under the Contract. The performance by the Supplier of its obligations under this clause will be at no additional cost to the Customer. 9 The Supplier agrees that the Customer or any other Commonwealth agency may take into account the Supplier's compliance with the Code in any future approach to market or procurement process
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Statement of Work (Part 2)

Standing Offer Notice (SON) ID	SON3754402
RFQ Reference ID	Health/PH25/707

Supplier's Response

The Supplier proposes to provide the Customer's Requirement as set out in the Statement of Work (Part 1) as set out below:

R.B.1	Supplier Details	
R.B.1(a)	Supplier Name	
R.B.1(b)	Supplier ABN	
R.B.1(c)	Supplier ACN	
R.B.1(d)	Supplier Contact Officer Unless otherwise specified, the Contact Officer is nominated as the Supplier Contract Manager.	Name/Position: Postal Address: Email: Telephone:
R.B.2	Detailed Proposal to meet the Customer's Requirement	
	Standards The Supplier proposes to meet the following Standards: The supplier will ensure that any goods and services provided under this Contract comply with all applicable Australian standards (or in its absence an international standard) including any requirements or standards specified in this Statement of Work. If requested by the Customer, the Supplier must enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with all applicable Australian or international standards, including, but not limited to, those specified in this Statement of Work.	
	Key Performance Indicators The Supplier proposes to meet the following Key Performance Indicators: Not applicable	
R.B.3	Price (GST Inclusive)	
	The Supplier must complete the attached pricing templates, or such other pricing templates as required by the Lead Customer or Customer from time to time. In addition, the Supplier must specify: - the total price inclusive of GST, taxes and charges - fixed prices for any Milestones (calculated in a manner that is consistent with the pricing arrangements under the DoSO), inclusive of GST, taxes and charges as well as all other associated costs, including delivery fees, if applicable	

Commonwealth Contracting Suite – Deed of Standing Offer

	- any expenses not included in the total price - a payment schedule for any Milestones. The Customer will not reimburse any expenses incurred for the purposes of the Contract, unless the Supplier obtains the Customer's specific written approval prior to incurring the relevant expense. All proposed pricing must be consistent with the requirements set out in the DoSO. The total price inclusive of GST is \$XXXX including GST. This is comprised of: \$XXXX inc GST of variable costs \$XXXX inc GST of fixed costs \$XXXX inc GST of third party costs Proposed milestones are: 30% on completion of Stage XX 40% on completion of Stage XX 30% on completion of Stage XX	
R.B.4	Specified Personnel Only specify personnel where the Customer Requirement has identified personnel are required to have specific skills, experience or qualifications. Insert 'Not Applicable' if none.	Name: Position/Role: Name: Position/Role:

89
ABILIT AND AGEING

Commonwealth Contracting Suite – Deed of Standing Offer

R.B.5	Subcontractors Provide details for each subcontractor organisation you will use. Insert 'Not Applicable' if none.	Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted: Full Legal Name: Postal Address: ABN/ACN: Scope of Works to be Subcontracted:
R.B.6	Conflicts of Interest	
R.B.7	Pre-existing Intellectual Property	
R.B.8	Confidential Information	
R.B.9	Other Relevant Details	
R.B.10	Attachments Detail any other files that form part of the Supplier's Response.	

Contract

The Supplier's offer dated DD/MM/YYYY for RFQ ID Health/PH25/XXX is accepted - see attached Statement of Work (Part 2).

This Contract is issued under the Deed of Standing Offer (DoSO) SON3754402 for Government Communications Campaign Panel. The Parties agree that by signing this Commonwealth Contract they enter into a Contract comprising of:

- The DoSO and its terms, to the extent these apply (including the Additional DoSO Terms)
- This Contract Details form
- Statement of Work (Part 1) - Details of Customer's Requirement, including any Additional Contract Terms (as amended and agreed between the parties, and attached at Schedule 1)
- Statement of Work (Part 2) - Supplier's Response (as amended and agreed between the parties, and attached at Schedule 2)
- Commonwealth Contract Terms in force at the RFQ Release Date, available here:
(<https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>).

C.A.1 Contract Details

C.A.1(a)	Contract Reference ID	Health/PH25/XXX
C.A.1(b)	Contract Start Date	XX January 2025
C.A.1(c)	Contract End Date	This Contract will terminate on 30 June 2025.
C.A.1(d)	Contract Extension Option	No option for extension will be included in the contract.
C.A.1(e)	Maximum Contract Price	The maximum Contract Price inclusive of GST and all taxes and charges will not exceed [Insert price] as set out in R.B.3.

This Contract commences on the Contract Start Date or the date this Contract is executed, whichever is the latter, and continues until the Contract End Date unless:

- it is terminated earlier; or
- there is a Contract Extension Option and this is exercised by the Customer, in which case the Contract will continue until the end of the extended time unless it is terminated earlier.

C.A.2 Customer's Particulars

C.A.2(a)	Customer Name	The Commonwealth of Australia as represented by the Department of Health
C.A.2(b)	Customer ABN	83 605 426 759
C.A.2(c)	Customer's Public Interest Disclosure Contact Officer <i>Refer to the Commonwealth DoSO Terms clause D.E.20.H.1 Public Interest Disclosure</i>	All Public Interest Disclosure matters relating to this Contract should be referred to: Name/Position: Authorised Officer Email: publicinterestdisclosure@health.gov.au Phone: (02) 6289 1807

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C.A.2(d)	Delivery and Acceptance	See R.A.7 of Statement of Work (Part 1).
C.A.2(e)	Complaints <i>If your issue is not resolved, refer https://www.finance.gov.au for more information relating to the handling of complaints</i>	In the first instance, complaints, if any, relating to this Contract should be directed to the Customer Contact Officer (see above) or: Name/Position: Procurement Advisory Service Email: procurement.advice@health.gov.au Phone: (02) 6289 5924

C.A.3 Supplier's Particulars

C.A.3(a)	Supplier Name	
C.A.3(b)	Supplier ABN	87 142 679 221
C.A.3(c)	Supplier ACN	142 679 221

C.A.4 Notices under this Contract

Contract Managers are responsible for issuing or accepting any written Notices under this Contract and are the contact points for general liaison, unless otherwise agreed.

C.A.4(a)	Customer's Contract Manager	S47E(c) S47F
C.A.4(b)	Supplier's Contract Manager	Name/Position: Postal Address: Email: Telephone:

C.A.5 Specified Personnel

See R.B.4 of Statement of Work (Part 2) and D.D.3(r) of the DoSO.

C.A.6 Subcontractors

See R.B.5 of Statement of Work (Part 2).

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C.A.7 Invoices

All invoices issued to the Customer must be addressed to the addressee and issued by email as specified in C.A.7(a) below.

C.A.7(a)	Customer's Address for Invoices	Addressee Name/Position: Health Invoice capture [Email / Postal Address]: Health_invoicecapture@concursolutions.com s47E(c) s47F
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EXECUTED as a contract:

Signed for and on behalf of the **Commonwealth of Australia** as represented by Department of Health ABN 83 605 426 759 by its duly authorised delegate in the presence of:

Signature of witness

Signature of delegate

Name of witness (*print*)

Name of delegate (*print*)

Position of delegate (*print*)

Date:

Commonwealth Contracting Suite – Deed of Standing Offer

Executed by Fiftyfive5 (Accenture Song) **ACN** 142 679 221 **ABN** 87 142 679 221

in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of director

Signature of director/company secretary

(Please delete as applicable)

Name of director (print)

Name of director/company secretary (print)

Date:

Executed by Fiftyfive5 (Accenture Song) **ACN** 142 679 221 **ABN** 87 142 679 221

in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of sole director / company secretary

Signature of witness

Name of sole director / company secretary (*print*)

Name of witness (*print*)

Date:

Executed by Fiftyfive5 (Accenture Song) **ACN** 142 679 221 **ABN** 87 142 679 221

in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of witness

Signature of supplier

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Name of witness (*print*)

Name of supplier (*print*)

Date:

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Executed by the Trustee of Fiftyfive5 (Accenture Song) **ACN** 142 679 221 **ABN** 87 142 679 221

in accordance with section 127 of the *Corporations Act 2001* in the presence of:

Signature of witness

Signature of trustee

Name of witness (*print*)

Name of trustee (*print*)

Date:

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Schedule 1 - Statement of Work (Part 1)

[Insert agreed Statement of Work (Part 1) - Details of Customer's Requirement, including any Additional Contract Terms (as amended and agreed between the parties).]

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Schedule 2 - Statement of Work (Part 2)

[Insert agreed Statement of Work (Part 2) - Supplier's Response as agreed between the parties.]

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Schedule 3 – Commonwealth Contracting Terms

[Insert Commonwealth Contract Terms current at the RFQ Release Date, published at:
<https://www.finance.gov.au/government/procurement/commonwealth-contracting-suite-ccs>.]

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