

Word: IT Supply ACM

I’m preparing a full Request for Tender (RFT) document for a local NSW council. We’re seeking qualified Microsoft partners to deliver training and change management services related to **Microsoft 365 Copilot**. The RFT must comply with NSW Government procurement guidelines, including the **ICT Purchasing Framework**, the **ICT Services Scheme**, and relevant public sector digital transformation strategies.

Please generate a comprehensive and professionally structured RFT document that includes detailed content for each section. The tone should be formal and suitable for government procurement. Use clear headings, structured formatting, and include placeholders where I can insert council-specific details like name, dates, and budget.

The RFT should include the following sections, with **detailed content** under each:

General Requirements:

- Use plain English and a formal, government-style tone.
- Structure the document with clearly defined sections and subheadings.
- Include placeholders where suppliers are expected to respond.
- Format the document using Word styles for headings, body text, and tables.
- Ensure the document is editable and customisable.

Document Structure (Target: ~10 pages):

1. Cover Page

- Title: Invitation to Supply – Training and Change Management Services for Microsoft Copilot Implementation
- Council name, logo placeholder, date of issue, reference number

2. Introduction

- The Opportunity: Context for the procurement, including the project overview, executive summary, and the change narrative. Explains why the project is being undertaken, the business drivers, and the intended outcomes (e.g., modernising records management, compliance, efficiency).
- Who and What: Details about the department, the broader program (DEX), and how the project fits into government strategy.
- Why: The rationale for the project, including compliance requirements, system end-of-life, and the need for unified records management.

3. Conditions

- Conditions of Participation: All suppliers must comply with the conditions in the invitation. Non-compliance can lead to disqualification.
- Procurement and Probity Process: Reference to the complaints management framework for supplier feedback.
- Future Opportunities for Suppliers: Points to where suppliers can find future procurement opportunities.

4. The Invitation

- Establishment Details: Project title, reference number, and department.
- The Department Contact: Project manager’s name, title, business unit, and communication channel (e.g., Digital Marketplace).
- Lodgement Details: Submission portal, closing date and time.
- Scheduling of Services: Key project milestones—start and end dates, extension options, and delivery location.

5. Evaluation Criteria (use table format)

- Section A – Mandatory Requirements: Non-negotiable criteria (e.g., Supplier Code of Conduct, signed commitment letter).
- Section B – Commercial Evaluation: Compliance with contract, financial viability, insurance, and risk management. Suppliers must provide evidence and statements for each.
- Section C – Technical Evaluation: Weighted criteria including:
 - Alignment to Specifications (15%)
 - Capability and Capacity (15%)
 - Past Performance (15%)
 - Social Procurement and Commitments (5%)
 - Training Approach/Design (15%)
 - Training Delivery/Facilitation (10%)
 - Change Management Strategy and Frameworks (25%)
- Value for Money: Explains how technical and pricing scores are combined for final assessment.

6. Proposed Contract

- Reference to the attached contract or head agreement.

7. Goods/Services to be Supplied (use table format and each line item should be its own table)

- Scope of Work: Detailed breakdown of deliverables, such as:
 - Training Services:**
 - Pre-seminar explainer videos (topics, length, format)
 - Seminar design and facilitation (structure, number of sessions, participant caps)
 - SME training sessions (format, content focus, cadence)
 - Post Go-Live support (Ask Anything sessions, on-demand learning)
 - Attendance tracking, session recording, feedback collection
 - Change Management Services:**
 - Development of a change management strategy aligned with recognised frameworks (e.g. ADKAR, Kotter, Lewin)
 - Stakeholder analysis and engagement planning
 - Creation of a multi-channel change campaign (email, intranet, posters, video)
 - Identification and enablement of change champions
 - Resistance management planning
 - Cultural readiness assessment
 - Post-implementation review and continuous improvement roadmap
- Additional Requirements: Accessibility standards, multilingual support, integration with existing systems
- Out of Scope: What is explicitly excluded (e.g., 1-on-1 executive coaching, end-user guides)

8. Social Procurement

- Requirements for suppliers to demonstrate social value (e.g., working with social enterprises, gender equity).

9. Response Schedule (use table format)

- Bidder Information: Business name, address, ABN/ACN.
- Authorised Officer: Name, title, signature.
- Commercial Information: Responses to compliance, financial viability, risk, and conflict of interest.
- Technical Proposal/Methodology: Detailed responses to each technical criterion.
- Referees: Three references with contact details and project descriptions.
- Pricing Proposal: Detailed pricing tables for each option (Good, Better, Best), including breakdown by activity, quantity, and GST.

10. Timelines (use table format)

- Key dates:
 - ITS release
 - Supplier Q&A period
 - Submission deadline
 - Evaluation period
 - Notification of outcome
 - Project commencement

11. Supplier Code of Conduct

- Confirmation of compliance and signed commitment letter.

12. Terms and Conditions

- Standard procurement terms
- Confidentiality and IP clauses
- Dispute resolution

13. Appendices

- Templates for supplier responses
- Glossary of terms
- References to NSW Government frameworks (e.g. SPF, PROV)