



Australian Government

CPPSEC4008A Prepare a detailed tender

Release: 1

CPPSEC4008A Prepare a detailed tender

Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to prepare and process a tender submission. It requires the ability to interpret and assess tender specifications, estimate and cost resource requirements, and prepare and lodge the final tender submission within designated timelines.

This unit may form part of the licensing requirements for persons engaged in security-related tender activities in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application in those work roles involving the management of tender documentation. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess tender requirements.	1.1 <i>Tender specifications</i> and other <i>relevant information</i> are obtained and assessed to determine <i>tender requirements</i>. 1.2 Tender <i>criteria and conditions</i> are identified and reviewed. 1.3 <i>Viability</i> to provide <i>security requirements</i> is assessed and <i>evaluated</i> in accordance with organisational procedures. 1.4 <i>Risk assessment</i> is conducted on anticipated outcomes in accordance with <i>organisational</i> and <i>legislative requirements</i>. 1.5 Occupational Health and Safety (OHS) and other relevant organisational and legislative requirements are identified and allowed for within the parameters of the tender requirements. 1.6 Appropriate <i>interpersonal techniques</i> are used to facilitate an effective exchange of information with <i>relevant persons</i>.
2 Develop tender content.	2.1 Project timelines, stages, activities and deliverables are defined and documented to meet tender requirements. 2.2 <i>Resource</i> and <i>capacity</i> requirements are assessed and documented. 2.3 Organisational <i>rate schedules</i> are applied to establish costings and estimations are detailed in the required format. 2.4 All information is thoroughly reviewed to ensure accuracy and a detailed budget is prepared. 2.5 <i>Factors</i> which may affect fulfilling tender requirements are identified and allowances for contingencies are made. 2.6 Assistance in addressing tender requirements is sought as required from relevant persons.
3 Prepare tender submission.	3.1 <i>Business technology</i> is used to prepare and present <i>tender submission</i> in the required style and format. 3.2 Tender submission addresses tender requirements and specific criteria and conditions using clear and concise language. 3.3 Tender submission is checked for accuracy and disseminated to relevant persons for review in accordance with organisational procedures. 3.4 Tender submission is lodged within designated timelines. 3.5 <i>Feedback</i> is sought on outcomes of tender submission and process is reviewed to identify areas for improvement to support future tendering procedures and processes.

ELEMENT**PERFORMANCE CRITERIA**

3.6 Relevant **documentation** is completed and securely maintained in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- apply reasoning and logical analysis to make decisions and solve problems
- assess and determine tender requirements
- calculate time, measurements and quantities
- coaching and mentoring to provide support to colleagues
- communicate effectively in both verbal and written modes
- comply with applicable legislative and regulatory requirements
- comply with tender criteria and conditions
- conduct a risk assessment on anticipated project outcomes
- conduct qualitative and quantitative research
- develop a detailed budget
- estimate and cost resources
- evaluate tender requirements to determine project requirements
- evaluate viability to provide security goods and services to undertake the project
- facilitate feedback
- monitor and analyse submission progress and review outcomes
- negotiate, mediate and resolve conflicts
- observe protocol and probity policies
- plan and schedule activities
- prepare and process tender submissions
- prepare tender submissions using clear and concise language in required formats
- prioritise tasks and schedules
- provide written reports and documentation
- read and interpret relevant information including plans, designs and specifications
- relate to persons from different social and cultural backgrounds and of varying physical and mental abilities
- use appropriate business technology to research and compile information
- work within agreed timeframes and budgetary constraints
- write reports.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- access and deployment mechanisms to ensure optimal economy and efficiency in the use of human, physical and financial resources
- client privacy and confidentiality requirements
- conflict resolution techniques
- contingency planning
- cultural protocols and systems
- formal and informal meeting processes
- national competition policy
- operational budget and resource planning processes
- operational principles of security and business technology equipment and systems
- organisational pricing schedules, policies and procedures
- organisational procedures and standards and corporate goals and objectives
- principles of effective communication
- problem-solving strategies
- quality assurance systems
- security and risk assessment techniques
- security issues and classifications
- tender layout, format and presentation methods
- tendering codes of practice.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- calculating costs and estimating resource requirements for inclusion in a detailed budget
- collaborating with relevant persons to receive and incorporate feedback on tender submission
- complying with applicable legislative and regulatory requirements including codes of practice
- identifying factors through risk analysis that may affect anticipated project outcomes and making appropriate allowances for contingencies
- identifying personal limitations in assessing tender

- requirements and requesting appropriate assistance
- interpreting tender specifications to accurately identify resource requirements
- locating and assessing information to establish tender requirements
- planning tender activities to match timeframe and budget constraints
- using appropriate communication and interpersonal techniques to clarify and confirm tender requirements
- using appropriate technology to prepare tender documentation.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team

leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Tender may be:

- in-house
- negotiated
- open
- selective.

Tender specifications may detail:

- client requirements
- identification of deliverables
- insurance requirements
- legal requirements
- performance standards
- project management
- project scope
- proposed activities to be undertaken
- quality assurance
- resource requirements eg human and physical
- specific requirements
- stakeholder involvement
- time and cost parameters.

Relevant information may include:

- client details
- contract documentation
- details of security goods and services to be provided
- organisational cost schedules
- tender details.

Tender requirements may include:

- compliance with tender criteria and conditions
- format and layout
- legal compliance
- response to all tender clauses
- submission date.

Tender criteria and

- eligibility for submission of tender which may include:

conditions may relate to:

- interview, meeting or presentation of tender
- selection criteria and weightings
- special requirements
- submission date
- tender document format.

Viability may include consideration of:

- available resources, equipment and supplies
- client requirements
- competition
- compliance with regulations
- cost of tender preparation and processing
- financial considerations
- geographic constraints
- likely profit
- other projects
- prospect of winning the tender
- skills required for the provision of services
- time constraints.

Security requirements may relate to the provision of:

- security equipment and systems
 - access control systems
 - audible and visual warning devices
 - cameras and monitors
 - commercial and residential alarm systems
 - detection devices
 - electric and mechanical fire safety and fire locking systems
 - electronic locks and locking systems
 - electronic readers
 - electronic screen equipment
 - intercoms and control panels
 - security doors and door controls
 - specialised access control systems eg biometrics
- security services
 - close personal protection
 - crowd control
 - escorting
 - guarding
 - patrolling
 - screening.

Evaluation may relate to:

- capability
- capacity

- previous projects
 - risk
 - security
 - service
 - verification of quality accreditation.
- Risk relates to:**
- the chance of something happening that will have an impact on objectives.
- Risk assessment may include:**
- identifying risks in isolation or as part of a broader risk management strategy and addressing risks such as
 - damage to property or equipment
 - environmental landscape
 - equipment or system failures
 - financial or economic loss or failure
 - inability to deliver or meet the timelines if selected
 - OHS
 - professional incompetency.
- Organisational requirements may relate to:**
- access and equity policies, principles and practices
 - business and performance plans
 - client service standards
 - code of conduct, code of ethics
 - communication and reporting procedures
 - complaint and dispute resolution procedures
 - emergency and evacuation procedures
 - employer and employee rights and responsibilities
 - insurance cover
 - OHS policies, procedures and programs
 - own role, responsibility and authority
 - personal and professional development
 - privacy and confidentiality of information
 - quality assurance and continuous improvement processes and standards
 - resource parameters and procedures
 - risk management
 - roles, functions and responsibilities of security personnel
 - storage and disposal of information.
- Legislative requirements may relate to:**
- Australian standards and quality assurance requirements
 - general 'duty of care' responsibilities
 - licensing or certification requirements
 - privacy and confidentiality
 - professional indemnity
 - relevant commonwealth, state and territory legislation,

	codes and national standards for: • anti-discrimination • cultural and ethnic diversity • environmental issues • equal employment opportunity • industrial relations • OHS • relevant industry codes of practice.
<i>Interpersonal techniques may involve:</i>	• active listening • being non-judgemental • being respectful and non-discriminatory • constructive feedback • control of tone of voice and body language • culturally aware and sensitive use of language and concepts • demonstrating flexibility and willingness to negotiate • effective verbal and non-verbal communication • maintaining professionalism • providing sufficient time for questions and responses • reflection and summarising • two-way interaction • use of plain English • use of positive, confident and cooperative language.
<i>Relevant persons may include:</i>	• clients • colleagues • manager • security goods and services suppliers • security personnel • tenderer.
<i>Resources may include:</i>	• equipment • financial • human • physical • time.
<i>Capacity may relate to:</i>	• facilities • other priorities • personnel expertise • resource availability • time.
<i>Organisational rate schedules may relate to:</i>	• award and enterprise agreements • equipment costs

- installation costs
 - labour rates
 - materials costs
 - monitoring costs
 - service costs
 - unit costs.
- Factors may relate to:***
- access to assistance and resources
 - budget constraints
 - competing work demands
 - compliance
 - contractual requirements
 - disputes
 - insurance
 - technology and equipment breakdowns
 - time penalties.
- Business technology may include:***
- computers:
 - database software applications
 - email, Internet, intranet
 - graphical presentation software
 - printers
 - project management software
 - word processing software.
- Tender submission may detail:***
- client brief
 - company information
 - costs
 - evaluation criteria
 - implementation plan
 - recommended security goods or services
 - security and risk assessment
 - service and maintenance information
 - statutory declaration
 - terms of trade
 - timelines
 - warranty and liability terms and conditions.
- Feedback may be gained through:***
- participation in meetings and briefings
 - recorded observations on progress of activities
 - regular communication with relevant persons.
- Relevant documentation may include:***
- client details and records
 - contract documentation
 - cost schedules
 - details of security goods and services

- tender documentation.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management