

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0269) Program 3.1: Border Management

Senator Cash asked:

Provide a list of countries and overseas visa offices where a Service Delivery Partner (SDP) has been contracted to provide visa application services on behalf of the Department. Provide a list of these SDP and the length of any contracts that have been negotiated with them. What probity and other checks are carried out by the Department on these businesses prior to signing them up?

Answer:

The Department of Immigration and Citizenship (DIAC) engages third party providers, also known as Service Delivery Partners (SDPs), to provide a range of visa services on behalf of DIAC at certain overseas locations.

Attachment A lists the locations where SDP arrangements are currently in place and the length of the contracts.

SDPs are selected through a competitive tender process and the process is completed in accordance with the Commonwealth Procurement Guidelines and relevant policies and legislation.

DIAC undertakes probity checks for all general and covered procurement, and develops an Evaluation and Probity Plan to ensure that the process and subsequent decision can withstand public scrutiny and results in value for money for the Commonwealth.

The evaluation process involves the evaluation of both the supplier and their submissions. All tenderers have been assessed using various assessment methodologies, and their submissions are assessed on technical evaluation, financial viability, risk, and capability to meet specified requirements. The tenderers with the lowest overall risk ranking and representing overall best value for money are identified as the preferred tenderers.

ATTACHMENT A

Country	SDP Office Locations	Service Delivery Partner	Term of Contract
Bahrain	• Manama	VF Worldwide Holdings Limited	• 3 years and 3 months
Bangladesh	• Bangladesh	VF Worldwide Holdings Limited	• 3 years and 3 months
Federated States of Micronesia	• Pohnpei	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Fiji	• Lautoka • Suva	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
France	• Paris	CSC Australia Pty Limited	• 3 years and 2 months
India	• New Delhi • Mumbai • Kolkata • Bangladore • Hyderabad • Chennai • Chandigarh • Cochin	VF Worldwide Holdings Limited	• 3 years • option to extend 1 year period
Indonesia	• Jakarta • Bali	VF Worldwide Holdings Limited	• 1 year • option to extend for 2 x 1 year periods
Jordan	• Amman	CSC Australia Pty Limited	• 3 years and 2 months
Kenya	• Nairobi	VF Worldwide Holdings Limited	• 3 years and 3 months
Kiribati	• Tarawa	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Kuwait	• Kuwait City	VF Worldwide Holdings Limited	• 3 years and 3 months
Lebanon	• Beirut	CSC Australia Pty Limited	• 3 years and 2 months
Malaysia	• Kuala Lumpur	VF Worldwide Holdings Limited	• 3 years and 3 months
Nauru	• Nauru	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Nepal	• Kathmandu	VF Worldwide Holdings Limited	• 3 years and 3 months
New Caledonia	• Noumea	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
New Zealand	• Auckland	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Nigeria	• Lagos • Abuja	VF Worldwide Holdings Limited	• 3 years and 3 months
Oman	• Muscat	VF Worldwide Holdings Limited	• 3 years and 3 months
Papual New Guinea	• Port Moresby • Lae	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Philippines	• Manila • Cebu	Philippine Interactive Audiotext Services, Inc. (PIASI)	• 12 months • option to extend for 2 x 1 year periods
Qatar	• Doha	VF Worldwide Holdings Limited	• 3 years and 3 months
Samoa	• Apia	TT Enterprises Private Limited	• 2 years • option to extend for 2 x 1 year periods
Saudi Arabia	• Riyadh • Jeddah • Al Khobar	VF Worldwide Holdings Limited	• 3 years and 3 months

Solomon Islands	<ul style="list-style-type: none"> • Honiara 	TT Enterprises Private Limited	<ul style="list-style-type: none"> • 2 years • option to extend for 2 x 1 year periods
South Africa	<ul style="list-style-type: none"> • Johannesburg • Pretoria • Capetown • Durban 	VF Worldwide Holdings Limited	<ul style="list-style-type: none"> • 12 months • option to extend for 2 x 1 year periods
Sri Lanka	<ul style="list-style-type: none"> • Colombo 	VF Worldwide Holdings Limited	<ul style="list-style-type: none"> • 3 years and 3 months
Thailand	<ul style="list-style-type: none"> • Bangkok 	VF Worldwide Holdings Limited	<ul style="list-style-type: none"> • 12 months • option to extend for 2 x 1 year periods
Tonga	<ul style="list-style-type: none"> • Nuku'alofa 	TT Enterprises Private Limited	<ul style="list-style-type: none"> • 2 years • option to extend for 2 x 1 year periods
UAE	<ul style="list-style-type: none"> • Dubai • Abu Dhabi 	VF Worldwide Holdings Limited	<ul style="list-style-type: none"> • 3 years and 3 months
Vanuatu	<ul style="list-style-type: none"> • Port Vila 	TT Enterprises Private Limited	<ul style="list-style-type: none"> • 2 years • option to extend for 2 x 1 year periods
Vietnam	<ul style="list-style-type: none"> • Ho Chi Minh • Hanoi 	International Organization for Migration	<ul style="list-style-type: none"> • 2 years • option to extend for 2 x 1 year periods
Zimbabwe	<ul style="list-style-type: none"> • Harare 	VF Worldwide Holdings Limited	<ul style="list-style-type: none"> • 3 years and 3 months