

AGREEMENT

REQUEST FOR QUOTATION ---

HUMAN FACTORS, CREW RESOURCE MANAGEMENT AND NON-TECHNICAL SKILLS TRAINING COURSEWARE

OVERVIEW

AFAC/NAFC is seeking expressions of interest from expert consultant/suppliers for the following project:

The provision of the development of aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development, to assist with the industry establishment of a nationally standardised approach for agency aviation personnel across Australia and New Zealand who complete aviation related fire, emergency or land management roles.

The project will include the design and development of the following training packages, and annual review and update of the training material for:

- Initial training
- Advanced and Recurrent Training
- Train the Trainer

Contact	For any questions regarding this RFQ, please email anne.chamberlain@deeca.vic.gov.au
Submission of proposals	Quotations are to be submitted via email to anne.chamberlain@deeca.vic.gov.au by 5:00pm (AEDT), 28 June 2026

STATEMENT OF REQUIREMENTS

BACKGROUND AND CONTEXT

AFAC, as the National Council for fire and emergency services in Australia and New Zealand, supports the sector to create safer, more resilient communities. We drive national consistency through collaboration, innovation, and partnerships. We deliver enhanced capability by developing doctrine and supporting operations. The National Aerial Firefighting Centre (NAFC) is a business unit of AFAC, reporting to the NAFC Strategic Committee, which in turn reports to the AFAC Board.

The Aviation Safety Group (ASG) has been established by the NAFC Strategic Committee to support and advise NAFC, the NAFC Strategic Committee, AFAC groups, committees and members on matters related to the safe utilisation of aerial capabilities; and to promote and support standard operating procedures for national consistency in the deployment and operation of aviation resources.

The AFAC/NAFC Aviation Safety Group is establishing a nationally standardised approach for Human Factors, Crew Resource Management and Non-technical Skills (NTS) training for agency aviation personnel across Australia and New Zealand who complete aviation related fire, emergency or land management roles.

PROJECT DESCRIPTION

Purpose

This project is for the development and alignment of a national training package that aligns with the Australian Industry Standards Vocational Education and Training (VET) framework to create a comprehensive and nationally accepted training framework for all personnel in agency aviation roles. This is proposing to align to 'AVIF0035 Manage human factors in aviation operations' as this unit involves the skills and knowledge required to manage human factors in aviation operations in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

Timeframe

Quotations are to be submitted by 5:00pm (AEDT), 28 June 2026.

Expected timeframes for the delivery of Stages 1 – 3 (Deliverables) are to be proposed by the Quote Provider.

Key Contact

The Project Manager and address for reports is:

Anne Chamberlain, anne.chamberlain@deeca.vic.gov.au.

DELIVERABLES

The following deliverables must align with 'AVIF0035 Manage human factors in aviation operations' and with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and International Civil Aviation Organization (ICAO) standards.

- A specialist in HF, CRM and NTS Training, holding suitable tertiary qualifications in these areas, is to design a comprehensive national training package covering both initial, advanced, and recurrent training for the sector. This package should address the key components of HF, CRM, and NTS skills training and be tailored to suit the operating environment of aerial firefighting, emergency response, and land management operations across Australia and New Zealand.
- Subject matter expertise and specialist skills are required by the provider:
 - Tertiary qualifications in HF, CRM and NTS or equivalent.
 - Knowledge and understanding of Australian Industry Standards Vocational Education and Training (VET) framework.
 - Certificate 4 Training and Assessment or equivalent.
 - Knowledge and understanding of CASA regulations and ICAO requirements for HF, CRM and NTS training in aviation.

NOTE: Providers must outline how they meet these criteria as part of this request for quote.

STAGE 1 - DESIGN AND DEVELOPMENT

- Training syllabus design and development, inclusive of learning and assessment strategy outcomes, course structure, module breakdown, industry-tailored case studies, participant exercises, engaging videos to explain key concepts, or demonstration of skills.

Initial Training

- E-learning modules that are Learning Management System-ready with interactive content for initial courses. Assessment tools to include post-training quizzes and content knowledge checks.
- Duration: Initial, E-Module (2-4 hours).

Advanced and Recurrent Training

- Presentation slide decks for advanced courses and recurrency training. Assessment tools inclusive of knowledge checks and practical assessments.
- Duration: Advanced, 1 day (6-8 hours). Recurrent, half day (4-6 hours).

STAGE 2 - TRAIN-THE-TRAINER PACKAGE

- Facilitator syllabus design and development, detailed learning and assessment strategies for trainers, including session plans, timings and course notes for advanced training course packages.

STAGE 3 - ANNUAL MAINTENANCE AND CONTINUOUS IMPROVEMENT

- Provide costings and timescales for the annual review and update of the national training packages covering both initial, advanced and recurrent training to ensure continuous improvement and compliance with any regulatory changes. This must include a review of the key components from lessons learned from feedback of existing HF, CRM and NTS training packages, new case studies from industry learnings where relevant, and adhere to AVIF0035, CASA and ICAO standards.

Reporting Requirements

The Supplier shall provide Project Manager, Anne Chamberlain with brief reports on progress at the end of each stage.

Any matters which arise that may be deemed to materially affect the development of the project should be communicated to the Project Manager within twenty-four (24) hours of the matter being known to the Supplier.

SUBMITTING A QUOTE

APPLICATION AND REVIEW PROCESS

Proposals should be no longer than 15 pages excluding CV's of key staff members.

Proposals are to include details of:

- Company details including legal name, trading name, address, ABN and contact details
- In respect of each of the Deliverables that the tenderer proposes to deliver:
 - Methods
 - Timeframes (as part of an overall Program of Delivery to meet the required project completion)
 - Pricing inclusive of disbursements
- Key personnel including their roles and relative contribution to the project:
 - Relevant experience
 - Short CV's of key personnel
 - References x2
- Details of insurances
- Declaration of any conflict of interest and how any conflict of interest may be managed (if relevant)
- Any requested changes to AFAC's Terms and Conditions (if relevant)

And:

- A completed draft of Schedule 2, and Schedule 3 of the template Professional Services Agreement (see below)
- The prices offered for this service need to be in the form of Table 1 in Schedule 3 of the template Professional Services Agreement, detailing the estimated hours, and the fee against each deliverable outlined in this document.

AFAC may make any changes to the RFQ process in its absolute discretion.

Terms and Conditions

Attached is a copy of the Terms & Conditions that apply to this RFQ. By submitting a proposal, tenderers agree to these Terms & Conditions.

The issue of this RFQ and the lodgement of any quote does not create any legal relationship or obligation (or quasi-legal relationship or obligation) in respect of:

- the process to be followed by AFAC; or
- AFAC entering into a contractual arrangement with the Supplier.

Acceptance and contracting

AFAC is under no obligation to appoint a successful Supplier or Suppliers, or to enter into a contract with a successful Supplier or any other person.



Acceptance of any quote by AFAC is subject to the execution of a contractual document, in a form acceptable to the AFAC, between the Supplier and the AFAC.

The Services to be provided by a successful tenderer will be in accordance with a contract based on the attached template Professional Services Agreement.

The Contract that is executed between AFAC and any successful tenderer may differ from the template Professional Services Agreement, including additional conditions to those in the template Professional Services Agreement.

Upon execution of a Professional Services Agreement between AFAC and the tenderer, the agreement becomes binding.

Tenderers are requested to provide a completed draft of Schedule 2 (specifying those Deliverables that the tenderer will agree to deliver) and Schedule 3 (specifying the proposed fees) of the template Professional Services Agreement, to align with the Deliverables and Fees that are offered in the proposal. This will be a draft only, and will be subject to negotiation after receipt of the proposal by AFAC.

EVALUATION CRITERIA

Successful Respondents will be experienced, highly motivated, highly capable providers who will enter into a contract to provide specialised expertise in aviation Human Factors, Crew Resource Management and Non-Technical Skills training development.

Evaluation criteria

After the closing date, AFAC will review submitted RFQs against the evaluation criteria below.

Evaluation criteria

- **Capability:** the capacity and capability to deliver an excellent product based on experience and knowledge
 - **Project approach:** a demonstrated understanding of the project requirements, and a proposed project approach and methodology that is appropriate, feasible and robust
 - **Project outcomes and outputs:** demonstrate a high-level understanding of the intentions of the product and how outputs/outcomes translate to practice
 - **Value for money:** the proposal is for fees that represents value for money for AFAC, and is appropriate to the intended scope of the project.
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ATTACHMENT 1

1.1 Acknowledgment

The tenderer (Quote Provider) submits its proposal (Quotation) in respect of the aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development on the following terms and conditions.

1.1.1 The Quote Provider:

- (a) Offers to perform the contracted services (Services) for AFAC on the terms and conditions set out in its Quotation;
- (b) Agrees that it is bound by its Quotation and warrants that it has complied with and will comply with its Quotation and, if this Quotation is accepted and it is selected as Recommended Quote Provider, will provide the Services; and
- (c) Confirms that it has, in providing its Quotation, complied with the requirements of the RFQ.

1.1.2 To the maximum extent permitted by law:

- (a) AFAC, its officers, employees, agents and advisers, will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on its or their part) arising from the Quote Provider's Quotation or otherwise in connection with the procurement process for the appointment of the aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development; and
- (b) any recipient of the RFQ, including the Quote Provider, releases and indemnifies AFAC from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with, the procurement process for the appointment of the aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development.

1.1.3 The Quote Provider, by submitting its Quotation, warrants that it has:

- (a) Examined the RFQ, any documents referred to or attached to such documents and any other information made available by AFAC to Quote Providers;
- (b) Obtained all necessary or desirable further information from AFAC and raised questions relevant to its Quotation;
- (c) Satisfied itself about the accuracy and completeness of its Quotation, including prices;
- (d) Sought and examined all necessary information which is obtainable by making reasonable inquiries relevant to AFAC' requirements, including the risks and other circumstances which may affect its Quotation;
- (e) Obtained any other information relevant to the subject matter of aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development and the procurement process for project;

- (f) It has the competence and capability to provide the Services; and
- (g) It has not relied on any representation, letter, document or arrangement, whether oral or in writing or any other conduct, as adding to or amending the conditions set out in the Invitation, except as expressly stated by AFAC in writing.

1.1.4 By submitting a Quotation, the Quote Provider warrants that either:

- (a) It is the sole and beneficial owner of any material, which it claims as its intellectual property in its Quotation; or
- (b) It has the right to use the relevant material in its Quotation.

1.1.5 The Quote Provider grants AFAC an irrevocable, unconditional and perpetual licence to use, reproduce, copy, adapt or otherwise modify, without payment of any fee, all information and intellectual property which is created or communicated in connection with its Quotation for the purpose of:

- (a) Evaluating the Quote Provider's Quotation;
- (b) Negotiating the aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development ; and
- (c) Other matters related to the procurement process for the appointment of the aviation Human Factors, Crew Resource Management and Non-Technical Skills training courseware development .

1.1.6 Confidentiality:

- (a) AFAC will treat information provided by Quote Providers as confidential. Notwithstanding this, AFAC may disclose confidential or other information provided by Quote Providers to its advisers, officers, employees or subcontractors in order to conduct the RFQ process or to prepare and manage any resultant contract; or to defend any claim or proceeding in relation to the procurement process or any resultant contract, or which is in the public domain other than due to a breach of the relevant obligations of confidentiality; and as otherwise required by law.
- (b) Tenderers are required to keep confidential any AFAC information, including confidential information, relating to any aspect of the procurement process.