

---

# PART B: STATEMENT OF REQUIREMENTS

Loan, security, settlement & recovery services RFT

---

## 1. Statement of Requirements (SOR)

### 1.1 Delivery and scope of services

- 1.1.1 This **Part B** outlines the principal requirements for delivery of the services.
- 1.1.2 The scope of services are in **Part C (SOS)** and divided into two sections – one section for the Home Ownership division, and the other for Business Solutions. Tenderers may quote on either one, or both. Alternatively, Tenderers may quote on Securities and Settlements work across both divisions, or just legal recovery work.
- 1.1.3 The SOR and SOS do not attempt to provide detailed and exhaustive descriptions of all the tasks, activities and requirements to deliver the services to IBA and its associated entities.
- 1.1.4 The Tenderer may propose alternative approaches to the delivery of the services that provide efficiencies.
- 1.1.5 The Tenderer must consider all tasks and activities reasonably expected in relation to the applicable legal transaction to deliver the required services effectively and efficiently.
- 1.1.6 The services must be delivered to IBA in accordance with sound commercial practice and best practice standards and must comply with the Commonwealth legislative framework including IBA's instructions and associated policies and procedures which are relevant to the services provided by the Tenderer.
- 1.1.7 In supplying the services, the Tenderer must ensure all personnel and contractors comply with the secrecy provisions under section 191 of the *Aboriginal and Torres Strait Islander Act 2005* (Cth) (**ATSI Act**), where consultants and contractors of IBA are prohibited from communicating the affairs of IBA's customers and personnel, even where an order for production is made by a court, unless an exception under the ATSI Act applies.
- 1.1.8 The Tenderer must ensure sufficient resourcing levels are available to deliver the services within timeframes and to the standard as described in **Part C** and meet IBA's business requirements.

## 1.2 Location of services and volume of work

1.2.1 IBA has offices located across Australia including capital cities and regional locations. Some of IBA's staff are also located within serviced or shared offices, so may have more limited resources.

1.2.2 As an indication of the geographical spread of IBA staff and customers, please refer to Table 1 below. The figures are estimates and subject to change.

Housing - Location	Approx. no of Housing Customers	Business Solutions - Location	Approx. no of Business Solutions Customers
Adelaide	382	ACT	4
Alice Springs	127	NSW	191
Brisbane	1,063	NT	139
Broome	122	QLD	204
Cairns	346	SA	54
Canberra	90	TAS	17
Coffs Harbour	385	VIC	88
Darwin	427	WA	123
Melbourne	775		
Perth	367		
Sydney	413		
Tamworth	178		
Townsville	292		
Wagga Wagga	720		
<b>Total</b>	<b>5,570</b>	<b>Total</b>	<b>820</b>

*Table 1 - IBA Organisation Size and Location*

1.2.3 In Table 2 below, estimated annual volumes relating to matter types are provided to give an indication of workflow. For Housing Solutions, approximately 80% of their work is based in NSW and QLD. For Business Solutions, approximately 25% of work is based in QLD.

1.2.4 These are indicative figures only, and volumes and geographical locations may vary.

Matter Type	Housing Solutions	Business Solutions
New loans	500-600	243
Joint funding arrangements (Priority arrangements)	50 - 150	
Variations	20-50	283
Mortgage discharges	200-400	

*Table 2 – Estimated volumes of anticipated work by matter type (p.a.)*

1.2.5 It is anticipated that the successful Tenderer(s) will usually deal with the relevant centralised IBA teams that may be spread across various locations.

## 2. Scope of Services

### 2.1 Housing Solutions

2.1.1 The main services that Housing Solutions team seek are in the following areas:

- (a) prepare, liaise with IBA, collate and register er loan, security and discharge documents;
- (b) property settlement and transaction services;
- (c) recoveries and enforcement services including mortgagee in possessions, preparing statements of claim and assisting in debtor bankruptcy proceedings.

2.1.2 A breakdown of these services are in **Part C – Section 4**. Tenderers are asked to price against the particular services. If the Tenderer does not wish to tender for part of the services, please note this in the Tender proposal.

### 2.2 Business Solutions

2.2.1 The main services that Business Solutions team seek are in the following areas:

- (a) property and transactional settlements and title office registrations;
- (b) attend to settlement in PEXA.
- (c) Recoveries and enforcement services including preparing statements of claim. A breakdown of these services are in **Part C – Section 5**. Tenderers are asked to price against the particular services. If the Tenderer does not wish to tender for part of the services, please note this in the Tender proposal.

## 3. Other information

The Tenderer must also include in its proposal the other information listed in **Part C**. These are:

- (a) Executive Summary by the Tenderer
- (b) Capabilities Statement & Mandatory Criteria
- (c) References
- (d) Insurance details
- (e) Details of any Indigenous advancement strategies and pro bono work
- (f) Details of any disputes, arbitration or regulatory breaches