

Details

RFx ID :	25596220
Tender Name :	Employment Mediation Services
Reference # :	PRO-0000185
Open Date :	Friday, 25 March 2022 3:00 PM (Pacific/Auckland UTC+13:00)
Close Date :	Tuesday, 26 April 2022 1:00 PM (Pacific/Auckland UTC+12:00)
Tender Type :	Request for Proposals (RFP)
Tender Coverage :	Sole Agency [?]
Categories :	<ul style="list-style-type: none">- 80000000 - Management and Business Professionals and Administrative Services- 86000000 - Education and Training Services
Regions:	<ul style="list-style-type: none">- Auckland- Bay of Plenty- Canterbury- Hawke's Bay- Marlborough- Nelson- Northland- Otago- Southland- Taranaki- Wellington
Exemption Reason :	None
Required Pre-qualifications :	None
Contact :	Tracy Wood
Alternate Physical Delivery Address :	
Alternate Physical Fax Number :	

Overview

MBIE's Employment Mediation Service (EMS) is available to all employers and employees in New Zealand, and provides free-at-point of use mediation services to employers and employees, where settlements are enforceable through the Employment Relations Authority and Court system. Providing this service is a statutory obligation on the Chief Executive of MBIE under the Employment Relations Act.

EMS provide mediation services through a demand driven model, there are no guaranteed or re-occurring mediation events, and there are distinct high and low demand periods throughout the year. There are also several geographic areas where demand is too low to justify a permanent presence, and instead these areas are serviced regularly by internal mediators or with Service Providers in between periods. Having a panel of providers to call on during busy periods and in remote areas importantly, enables EMS to meet the needs of our users through greater accessibility and timeliness. It is also important to us that participants receive the same quality of service, regardless of who is running the mediation, and our workforce has the ability to reflect and resonate with the communities we serve.

While we are looking for mediators with the right skills and experience to deliver these services, there is an opportunity for mediators with transferrable skills and/or experience to also apply, the communities and people we support cut across all walks of life, and it's important that our mediators are able to cater to all users.

There are existing mediation service provider contracts in place that are set to expire on the 30 June 2022. A review of these services was completed in October 2021, in light of evolving services, user demand/needs, and COVID 19, which found that for the current mediation service, it is vital to continue to supplement the service with a SP mediation panel.