



**Australian Government**

**Australian Transaction Reports  
and Analysis Centre**

# **Request for application for inclusion on AUSTRAC's multi-use list (MUL)**

*for*

## **The provision of information and communication technology (ICT) services**

### **Part A: Application information**

**Release date:** 9 June 2010

**Closing date:** As published on AusTender

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# 1 Introduction

## 1.1 Multi-use list (MUL) details

Multi-use list (MUL) details	
Release date:	9 June 2010
Closing date:	As published on AusTender
Contact Officer:	Manager, Procurement and Contracts
Email:	<a href="mailto:ictservicesmul@austrac.gov.au">ictservicesmul@austrac.gov.au</a>

1.1.1 The timetable set out above is indicative only and AUSTRAC reserves the right to change or depart from it.

## 1.2 Components of the multi-use list

1.2.1 This invitation for inclusion on the MUL consists of the following documents:

- **Part A – Application Information**
  - Attachment A – Statement of Requirements
  - Attachment B – Multi-Use List Rules
- **Part B – Application Form**

## 1.3 Information for applicants

1.3.1 Interested service providers are invited to submit an application for inclusion on AUSTRAC’s multi-use list for the provision of information and communication technology (ICT) Services as set out in **Attachment A: Statement of requirements** (services).

1.3.2 The MUL remains open for lodgement of applications for a period set out on AusTender. The MUL will take effect on the release date specified in clause 1.1 and conclude on the closing date specified in clause 1.1. Applications to apply for inclusion to the MUL will be advertised continuously for the life of the MUL.

1.3.3 Any applicant inquiries are to be directed by email to the Contact Officer (see clause 1.1), who is the only person with the authority to respond to those inquires on behalf of AUSTRAC.

1.3.4 The MUL is being established to identify a range of service providers capable of providing AUSTRAC with qualified personnel to deliver ICT services.

1.3.5 Inclusion on this MUL does not guarantee that a contract will be awarded.

## 1.4 Information regarding the MUL

1.4.1 The MUL process aims to identify service providers who can provide AUSTRAC with qualified personnel to perform the services required.

### ***Establishment of the MUL***

- 1.4.2 To be considered for inclusion on the MUL, interested service providers are required to complete the *Application form (part B)* and submit their application to AUSTRAC in accordance with the instructions in clause 1.5.
- 1.4.3 AUSTRAC will evaluate the applications received in accordance with the evaluation process outlined in **Attachment B: Multi-use list rules** and will either accept or reject applicants for inclusion on the MUL.
- 1.4.4 Applicants will be advised by the MUL Contact Officer by email if they have been successful or unsuccessful in their application.
- 1.4.5 Applications for inclusion on the MUL will be accepted throughout the operational period of the MUL.

### ***Operation of the MUL***

- 1.4.6 Once the MUL is established, AUSTRAC may release quotation or tender documents for specific scopes of work to those applicants who have become members of the MUL.
- 1.4.7 AUSTRAC may tender a number of scopes of work at the same time.
- 1.4.8 AUSTRAC may approach a select number of MUL members where such an approach is commensurate with the value of the contract to be entered into. AUSTRAC may also approach one member of the MUL for a specific requirement.
- 1.4.9 The MUL is a non-exclusive arrangement whereby AUSTRAC may, at its own discretion, approach other service providers outside of this MUL to provide services defined in **Attachment A: Statement of Requirements**.
- 1.4.10 AUSTRAC may conduct financial viability checks on applicants.

### ***Applicants to read application information before applying for MUL***

- 1.4.11 Applicants are required to read the *Multi-Use list rules (attachment B)* **before** completing and submitting their *Application form (part B)*.

## **1.5 Applications**

- 1.5.1 Applicants must respond to this MUL by completing Part B and providing a response to each of the matters identified.
- 1.5.2 Applications should be marked with the MUL reference number and title found on the first page of this document.
- 1.5.3 Applications are to be forwarded to AUSTRAC for receipt as follows.
  - a) applicants are to provide their applications electronically to the email address outlined in clause 1.1
  - b) the electronic application must be compatible with the current Microsoft Office suite of products or be in PDF file format.

## **2 Attachment A: Statement of requirements**

### **2.1 About AUSTRAC**

- 2.1.1 AUSTRAC is Australia's anti-money laundering and counter-terrorism financing regulator and specialist financial intelligence unit (FIU).
- 2.1.2 AUSTRAC was established in 1989 under the *Financial Transaction Reports Act 1988* (FTR Act) as a statutory authority within the Attorney-General's portfolio and is continued in existence by section 209 of the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).
- 2.1.3 In its regulatory role, AUSTRAC oversees compliance with the requirements of the AML/CTF Act and the FTR Act by a wide range of financial services providers, bullion sellers, designated remittance service providers, the gambling industry and other specified reporting entities, as well as cash dealers (as defined under the FTR Act).
- 2.1.4 In its intelligence role, AUSTRAC collects and disseminates financial intelligence obtained through financial transaction reports to Australian Government law enforcement, national security, revenue, regulatory and social justice agencies, as well as state and territory law enforcement and revenue agencies and international counterparts.
- 2.1.5 The information from these reports is retained, compiled, analysed and disseminated by AUSTRAC personnel using sophisticated tools. In collecting financial transaction reports information AUSTRAC assists its partner agencies by providing intelligence to assist in the investigation and prosecution of criminals in Australia and overseas.
- 2.1.6 For more information about AUSTRAC, refer to the [annual report page of the AUSTRAC website](http://www.austrac.gov.au/annual_report.html) ([http://www.austrac.gov.au/annual\\_report.html](http://www.austrac.gov.au/annual_report.html)).

### **2.2 Procurement objective**

- 2.2.1 AUSTRAC has established a MUL of service providers who can provide personnel with the appropriate skills, qualifications and experience to provide specialist ICT services for AUSTRAC as required. This MUL aims to identify experts and specialists in fields described in this document to facilitate and support the work of AUSTRAC as and when required.
- 2.2.2 AUSTRAC will regularly use the MUL to source service providers who can provide personnel to undertake specific or longer term projects, or be contracted on a part-time or full-time basis for specific periods.

### **2.3 Services required**

- 2.3.1 Services that may be sought from service providers of the MUL include, but are not limited to, the following:

<b>Services required</b>	
Help Desk Analysts	Desktop Support Analysts
Senior Desktop Support Analysts	Desktop Support Team Leader
Manager, IT Service Desk and Support	Windows Systems Engineer
Senior Windows Systems Engineer	Team Leader, Windows Systems
Windows Systems Architect	Manager, Windows Systems
Communications and Security Engineer	Senior Communications and Security Engineer
Team Leader, Communications and Security	Manager, Communications and Security
UNIX Administrator	Senior UNIX Administrator
UNIX and Security Administrator	Senior UNIX and Security Administrator
UNIX and Security Architect	Team Leader, UNIX and Security
Manager, UNIX and Security	Database Administrator
Senior Database Administrator	Team Leader, Database Administration
Manager, Database Administration	Online and Web Analyst
Senior Online and Web Analyst	Manager, IT Operations
Senior Manager, IT Operations	Director, IT Operations
IT Administrator	IT Security Advisor
Director, IT Security	Test Analyst
Senior Test Analyst	Manager, Testing and Quality Assurance
Senior Manager, Testing and Quality Assurance	Director, Testing and Quality Assurance
Business Analyst	Senior Business Analyst
Project Manager	Senior Project Manager
IT Data Architect	IT Systems Architect
Enterprise Architect	Director, IT Architecture
Documentation Analyst	Development Database Administrator
Release Manager	Analyst Programmer
Senior Analyst Programmer	Team Leader, IT Systems
Manager, IT Systems	Senior Manager, IT Systems
Director, IT Systems	Chief Information Officer

## **2.4 Service delivery essential requirements**

2.4.1 Successful applicants of the MUL will be responsible for providing personnel with the capacity to perform the services in accordance with the following delivery requirements:

### ***Technical capabilities***

2.4.2 Successful applicants of the MUL will be responsible for providing personnel with one or more of the following relevant technical capabilities, including, but not limited to:

- experience with desktop standard operating environments and applications;
- experience with server operating systems including Windows, UNIX and Linux variants;
- virtualisation technologies;
- enterprise class RDBMS technologies;
- midrange hardware, SAN and backup technologies;
- Microsoft server system technologies;
- open-source architectures and applications;
- thin client technologies;
- video conferencing, PABX and collaboration technologies;
- application experience with Electronic Document Management and Financial management Systems;
- network technologies and protocols such as Ethernet, TCP/IP, IPSec, OSPF, QoS, VoIP, VPNs, SIP, VLANs, load balancing;
- gateway technologies including DNS, IDS, proxy servers, enterprise class firewalls, mail relays, SPAM and content filtering;
- identity management;
- web and application servers technologies;
- JAVA, XML, SQL scripting;
- data warehouse methodologies, business intelligence, OLAP.

### ***Experience and expertise***

2.4.3 Successful applicants of the MUL will be responsible for providing personnel with relevant experience and expertise, including, but not limited to:

- relevant industry certifications such as MCSE, ITIL, CCIE, CISSP, CISM, ISSPCS;
- appropriate qualifications such as a Bachelor degree in Information Technology or equivalent;
- demonstrated leadership skills, team management, performance monitoring, coaching and mentoring;
- experience in the management of multiple issues, detailed planning and prioritisation;
- experience in meeting the goals and objectives of the department through monitoring of day to day performance, assigning tasks to the team as well as training and coaching of the team members;
- demonstrated experience with electronic document and records management systems (EDRMS) and financial management information systems (FMIS);
- knowledge of systems development Life Cycle, SOA design principles;

- experience in mixed environments, with specific bespoke development experience in an open source environment and database oriented systems, as well as with mainstream packaged solutions including data matching, analytics, business intelligence, CRM, case management and workflow;
- experience in strategic architectural development in a large or medium sized, reasonably complex architectural environment;
- demonstrated knowledge of methodologies, standards and guidelines such as AS/NZS 4360, AS/NZS 7799, ISO 17799, ISM (ACSI33), PSM, DSD EPL, Common Criteria;
- experience in supplier liaison, contract administration and management;
- experience in budget management;
- experience with threat and risk assessments, security audits and certification procedures;
- demonstrated project management expertise;
- advanced Microsoft Word, Excel, Powerpoint and Project skills
- proficiency in minute taking;
- experience in the creation and maintenance of technical documentation, policy and procedural manuals;
- excellent interpersonal skills (oral and written) and the ability to communicate at all levels with strong ability to influence and negotiate;
- exposure to banking, fraud prevention or AML regimes;
- knowledge of Australian Public Service policies and procedures.

2.4.4 Any proposed subcontracting arrangements to provide technical expertise must be agreed to by AUSTRAC prior to commencement of services.

## **2.5 Timing**

2.5.1 Members of the MUL will be asked to provide specified personnel who can provide the services within timeframes set by AUSTRAC or agreed with AUSTRAC. Members of the MUL may be asked to provide services in urgent timeframes or over a planned program of work including milestones or phases.

## **2.6 Location of services**

2.6.1 Members of the MUL may be requested to provide services at any AUSTRAC office. However, it is expected that most of the services will be performed at AUSTRAC's head office location in Chatswood, Sydney.

## **2.7 Government legislation and policies affecting the services**

2.7.1 Member of the MUL will be required to adhere to all relevant Government legislation as outlined in Attachment B: MUL rules. Failure to adhere to all relevant Government legislation as outlined in Attachment B will prevent a potential supplier from gaining inclusion on the MUL.

## 3 Attachment B: Multi-use list rules

### 3.1 Definitions and interpretation

3.1.1 In this MUL document, all words and expressions will have the meanings assigned to them in these MUL conditions (unless the context otherwise requires).

Item	Definition
<b>Applicant</b>	An interested service provider that is intending to lodge or has lodged an application for inclusion in response to this MUL.
<b>Application</b>	A response to this MUL.
<b>Application form</b>	The form located in Part B of this MUL.
<b>AUSTRAC</b>	The Commonwealth of Australia as represented by the Chief Executive Officer of the Australian Transaction Reports and Analysis Centre which was established by the <i>Financial Transaction Reports Act 1988</i> and continued in existence by the <i>Anti-Money Laundering and Counter-Terrorism Financing Act 2006</i> .
<b>Closing date</b>	Has the meaning given to it in clause 1.1 of this MUL.
<b>Confidential information</b>	Information that is by its nature confidential but does not include information which is or becomes public knowledge other than by breach of the confidentiality obligation.
<b>Contact officer</b>	The AUSTRAC representative specified in the MUL at clause 1.1.
<b>MUL</b>	This Multi-use list.
<b>Release date</b>	Has the meaning given to it in clause 1.1 of this MUL.
<b>Services</b>	Has the meaning given to it in clause 1.3.1 of this MUL.
<b>Statement of requirements</b>	Meets the requirements specified in Attachment A.

### 3.2 AusTender – Australian Government tendering system

3.2.1 [AusTender](https://www.tenders.gov.au) (<https://www.tenders.gov.au>) is the Australian Government’s business opportunity website. AusTender allows applicants to download documentation electronically.

3.2.2 AUSTRAC accepts no responsibility if an applicant fails to become aware of any alteration, correction or notice, which would have been apparent from a visit to the AusTender website or from other information available from AUSTRAC.

3.2.3 It is the responsibility of applicants to ensure that their infrastructure, including operating system and browser revision levels, meets the minimum standards set by AusTender. Neither AUSTRAC nor the Commonwealth take any responsibility for any problems arising from applicants’ infrastructure and/or internet connectivity.

3.2.4 Applicants must inform themselves concerning all security measures and other aspects of the AusTender technical environment. Applicants must make their own assessment of the AusTender system prior to using it for any matter related to this MUL and no responsibility will be accepted by AUSTRAC arising in respect of any use or attempted use by any party of the AusTender system.

### **3.3 AusTender Help Desk**

3.3.1 All queries and requests for technical or operational support must be directed to:

#### **AusTender Help Desk**

**Telephone:** 1300 651 698

**Email:** [tenders@finance.gov.au](mailto:tenders@finance.gov.au)

3.3.2 The AusTender Help Desk is available between 9am and 5pm, Monday to Friday (excluding ACT and national public holidays).

### **3.4 Application lodgement**

3.4.1 Applications must be lodged in accordance with clause 1.5 of the section of this document.

3.4.2 Application for inclusion on the MUL will only be accepted through the [ictservicesmul@austrac.gov.au](mailto:ictservicesmul@austrac.gov.au) email address.

3.4.3 The Commonwealth does not warrant that unauthorised access to information and data transmitted via the Internet will not occur.

3.4.4 The MUL remains open for lodgement of applications until AUSTRAC determines there is no longer a need for the services. AUSTRAC will advise all current members of the MUL and any current applicants for inclusion on the MUL that the MUL is to be terminated at the time of termination.

### **3.5 Errors and alterations**

3.5.1 Applicants should ensure that any errors or alterations made to an application are clearly identified.

3.5.2 Applicants must immediately notify AUSTRAC in writing, at the email address detailed in clause 1.1 if an applicant reasonably believes there is discrepancy, error, ambiguity, inconsistency or omission in this MUL.

### **3.6 Disclosure of information**

3.6.1 AUSTRAC will treat information provided by applicants in connection with this MUL as confidential information, including any unsuccessful applicants.

3.6.2 Applicants should note that AUSTRAC may disclose any information contained in or regarding an application without written authority of the applicant to:

- a) Parliamentary committees;
- b) employees and contractors engaged by the Commonwealth; and
- c) other Commonwealth departments, agencies, bodies, enterprises, authorities and Ministers;

for the purposes of this application process, and any legal, policy or other Commonwealth accountability requirements.

### **3.7 Freedom of Information**

3.7.1 Applicants should be aware that the *Freedom of Information Act 1982* (FOI Act) gives members of the public certain rights of access to documents in the possession of the Commonwealth and its agencies. The FOI Act extends as far as possible the right of the Australian community to access information (generally documents) in the possession of the Commonwealth, which may include the application, any subsequent contract and related documentation.

### **3.8 Application of law and Commonwealth policy**

3.8.1 Applicants are considered to have familiarised themselves with all relevant Commonwealth legislation and policies relating to the MUL process and the provision of the services including:

- a) the small and medium enterprises (SME) policy under which the Government is committed to Commonwealth agencies sourcing at least 10% of the value of their purchases from SMEs;
- b) Division 137.1 of the *Criminal Code* which makes it an offence to knowingly provide false or misleading information to a Commonwealth entity;
- c) the *Freedom of Information Act 1982* (Cth) which gives members of the public rights of access to certain documents of the Commonwealth;
- d) the *Auditor-General Act 1997* (Cth) which allows the Auditor-General to conduct a review or examination, at any time, of any aspect of the operations of Australian Government agencies;
- e) the *Ombudsman Act 1976* (Cth) which authorises the Ombudsman to investigate the administrative actions of Australian Government departments and agencies and to investigate the actions of certain Australian Government contractors;
- f) the *Privacy Act 1988* (Cth) which aims to ensure that contractors and their subcontractors do not engage in an act or practice that would breach the Information Privacy Principles if done by the Commonwealth. The Privacy Act also imposes obligations directly on contractors and subcontractors to comply with the National Privacy Principles: and
- g) the *Fair Work Act 2009* (Cth) which provides for terms and conditions of employment and sets out rights and responsibilities of employees, employers and organisations in relation to that employment.

### **3.9 Governing law**

3.9.1 This MUL is to be construed in accordance with, and any matter related to it is to be governed by, the law of the State of New South Wales. The courts of the State of New South Wales have non-exclusive jurisdiction to decide any matter related to this MUL.

### **3.10 Ownership of application**

3.10.1 All documents submitted in response to this MUL shall become the property of the Commonwealth. The Commonwealth may use, reproduce or modify any Application for the

purposes of assessing the application, but will keep applications confidential (subject to 3.6.2).

### **3.11 Financial viability**

3.11.1 Applicants should indicate in Part B whether their organisation is financially viable. Financially viable means an applicant has not had any of the following events occur in respect of it:

- a) a meeting of creditors being called or held;
- b) the appointment of a liquidator, provisional liquidator or administrator;
- c) the appointment of a controller (as defined in section 9 of the Corporations Act), or analogous person appointed, including in respect of any of its property;
- d) a failure to comply with a statutory demand in respect of the payment of any debt;
- e) an inability to pay debts as they fall due or otherwise becoming insolvent;
- f) becoming incapable of managing its own affairs for any reason;
- g) taking any step resulting in insolvency under administration as defined in section 9 of the Corporations Act;
- h) any action being commenced to bankrupt or wind-up its affairs; or
- i) entering into a compromise or arrangement with, or assignment for the benefit of, any of its creditors, or any analogous event.

3.11.2 AUSTRAC may request an applicant supply relevant financial statements to conduct evaluations of an applicant's financial position. For this purpose, applicants should be prepared to provide details of relevant financial data concerning the applicant.

### **3.12 Conflicts of interest**

3.12.1 Applicants are required to represent and declare in *Part B: Application form* whether, at the time of lodging their application, a conflict of interest concerning itself or a related entity exists, or might arise during the term of this MUL.

3.12.2 A conflict of interest may exist, for example, if:

- a) the Applicant or any of its personnel have a relationship (whether professional, commercial or personal) with AUSTRAC's personnel; or
- b) the applicant has a relationship with, and obligations to, an organisation which would affect the performance of the services or would bring disrepute to or embarrass AUSTRAC.

3.12.3 If at any time during the term of the MUL, an actual or potential conflict of interest concerning itself or a related entity arises or may arise for any applicant, that applicant must immediately notify AUSTRAC in writing.

3.12.4 In the event of a conflict of interest, AUSTRAC may, at its discretion:

- a) exclude the applicant from further consideration;
- b) enter into discussions to seek to resolve any conflict of interest;

- c) remove the applicant from the MUL; or
- d) take any other action it considers appropriate.

### **3.13 Costs**

3.13.1 Applicant's participation in any stage of the MUL process is at the applicant's sole risk, cost and expense. The onus is on the applicant to inform itself appropriately.

### **3.14 Termination of the MUL**

3.14.1 AUSTRAC may terminate the MUL process at any time if AUSTRAC determines that it is in the public interest to do so.

### **3.15 Right to request further information**

3.15.1 Notwithstanding any other requirement of the MUL, AUSTRAC may require the applicant to submit additional information to allow further consideration of its application.

3.15.2 Should the applicant fail to submit any of the information required by the date and time stipulated by AUSTRAC, the application may be excluded from further consideration.

3.15.3 Any request by AUSTRAC for further information shall not be, nor be deemed to be, a representation by AUSTRAC that the application will be, or is likely to be, accepted.

### **3.16 Clarification and additional information**

3.16.1 AUSTRAC may seek clarification of applications or require further information from all or any applicants.

### **3.17 AUSTRAC right to negotiate**

3.17.1 AUSTRAC may negotiate the contents of an application with any applicant.

3.17.2 Any request by AUSTRAC to negotiate all or any part of an application shall not be, nor be deemed to be, a representation by AUSTRAC that the application will be, or is likely to be, accepted.

### **3.18 Evaluation**

#### ***Evaluation process***

3.18.1 AUSTRAC will assess applications on the basis that applicants have satisfactorily addressed the capacity to provide services in Part B of the MUL documentation. Applications will be assessed on a 'met' or 'not met' basis consistent with Commonwealth purchasing policies. The *Commonwealth Procurement Rules* may be found at the [Department of Finance & Deregulation website](http://www.finance.gov.au) ([www.finance.gov.au](http://www.finance.gov.au)).

3.18.2 An applicant will be placed on the MUL only where, in AUSTRAC's view, the applicant has satisfactorily demonstrated that they have the capacity to provide AUSTRAC with personnel to undertake the required services.

3.18.3 Applicants should complete Part B and submit the completed document as their application. Applicants must provide the evidence required at a particular item or indicate compliance

with the rules outlined in Part B in order to be successful in applying for membership of the MUL.

### ***Essential requirements***

- 3.18.4 AUSTRAC will exclude an application from further consideration if AUSTRAC considers that the application does not comply with an essential requirement identified in the statement of requirements (Attachment A).

### **3.19 Successful applicants**

- 3.19.1 AUSTRAC will advise successful applicants that they have been included on the MUL in writing at the end of the evaluation process.

### **3.20 Advice to unsuccessful applicants**

- 3.20.1 AUSTRAC will promptly notify each unsuccessful applicant in writing that its application has not been accepted and, where requested, provide unsuccessful applicants with an explanation of the reasons for its decision.

### **3.21 Feedback to unsuccessful applicants**

- 3.21.1 All unsuccessful applicants are entitled to receive feedback in relation to their application. The feedback will be restricted to the relative merits of their application bid against the requirements outlined in Part B, but will not refer to any other application and will not disclose the confidential information of any other applicant.

### **3.22 Addenda**

- 3.22.1 If AUSTRAC amends this MUL, email advice will be issued to successful applicants listed on the MUL. Applicants should ensure the contact details recorded on their application is correct and up-to-date.

### **3.23 No contract**

- 3.23.1 Nothing in this MUL shall be construed so as to give rise to any contract between AUSTRAC and any applicant until a contract is entered into with one of the successful applicants.

### **3.24 Changes to applicant's details**

- 3.24.1 The applicant must notify AUSTRAC, as soon as practicable, if there has been a change to the applicant's details or if they are no longer able to provide the nominated services indicated on their application.

### **3.25 Removal from the MUL**

- 3.25.1 AUSTRAC may, at any time after the establishment of the MUL, exercise its discretion to remove a successful applicant from the MUL if AUSTRAC becomes aware that the successful applicant ceases to meet the conditions of participation.

### **3.26 Security clearance**

- 3.26.1 Vetting and clearance requirements will depend upon the degree and level of physical and information access required to provide the services.
- 3.26.2 Copies of documents relevant to any security clearance should be provided to AUSTRAC. Specified personnel may be required to undergo a security assessment if they do not hold a current security clearance. The costs of such clearance assessment will be borne by the applicant under the contract.

### **3.27 Insurance**

- 3.27.1 The successful applicant must, at their own expense, take out, provide and maintain during the term of any contract entered into with AUSTRAC, the insurances specified in that contract.
- 3.27.2 If requested, the applicant must provide AUSTRAC with a copy of a certificate of a certificate of currency or any other proof of insurance which is acceptable to AUSTRAC.