



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2022-334

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	42
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: no-reply@act.gov.au
To: [CMTEDD FOI](#)
Subject: CMTEDDFOI 2022-334 - Freedom of Information request
Date: Tuesday, 25 October 2022 5:15:21 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

Your details

All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.

Title:

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:

Email address:



Request for information

(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)

In relation to the Request for Tender for Provision of ServiceNow Developer and Test Analyst Services to Support the Build of an HR Onboarding Solution published by Digital Data and Technology Solutions, ICT Procurement ("The Procurement") 1. A copy of all submissions received. 2. A copy of any evaluation documentation prepared for the evaluation of the submissions, including any spreadsheet models identifying particular assessment criteria and the manner in which assessment against such criteria would be made. 3. A copy of all probity related documentation regarding the Procurement, including probity documentation circulated to the evaluation team and any declarations made by the members of the evaluation team. 4. A copy of any supplementary questions directed towards any parties who made submissions and the responses received to such questions. 5. A copy of the completed evaluation documentation, that is at the completion of the assessment of the submissions and any supplementary material received. 6. A copy of any document (electronic or not) which includes any recommendation made by the evaluation team (or any member of it) for consideration by higher management with ACT Government regarding the

Under the Freedom of Information Act 2016 I want to access the following document/s (*required field):

Procurement. 7. A copy of any letters, minutes, memoranda, emails or other communication that accompanied the transmission of any documents referred to in items (5) and (6) above. 8. A copy of the final decision authority made in relation to the Procurement to award the tender to a particular tenderer.

I do not want to access the following documents in relation to my request::

Personal and commercial in confidence information contained in the above documents is not sought and may be redacted.

Thank you.
Freedom of Information Coordinator



FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 25 October 2022 in which you sought:

In relation to the Request for Tender for Provision of ServiceNow Developer and Test Analyst Services to Support the Build of an HR Onboarding Solution published by Digital Data and Technology Solutions, ICT Procurement ("The Procurement")

- *A copy of all submissions received.*
- *A copy of any evaluation documentation prepared for the evaluation of the submissions, including any spreadsheet models identifying particular assessment criteria and the manner in which assessment against such criteria would be made.*
- *A copy of all probity related documentation regarding the Procurement, including probity documentation circulated to the evaluation team and any declarations made by the members of the evaluation team.*
- *A copy of any supplementary questions directed towards any parties who made submissions and the responses received to such questions.*
- *A copy of the completed evaluation documentation, that is at the completion of the assessment of the submissions and any supplementary material received.*
- *A copy of any document (electronic or not) which includes any recommendation made by the evaluation team (or any member of it) for consideration by higher management with ACT Government regarding the Procurement.*
- *A copy of any letters, minutes, memoranda, emails or other communication that accompanied the transmission of any documents referred to in items (5) and (6) above.*
- *A copy of the final decision authority made in relation to the Procurement to award the tender to a particular tenderer.*

Authority

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD was required to provide a decision on your access application by 22 November 2022.

The Act requires a decision and response be given within 20 working days of the access application being received. A 10-day extension of time was granted by yourself on 21 November 2022 in accordance with section 41 of the Act with a decision being due on 06 December 2022. Following third-party consultation as required under section 38 of the Act, the due date for a decision was rescheduled to **27 December 2022**.

Decision

Searches were completed for relevant documents based on information provided by you.

I have included as **Attachment A**, a schedule of relevant documents. This schedule provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant partial access to information relevant to your request. I have decided to refuse access to parts of some information as I consider it to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons, in accordance with section 54(2) of the Act, and the documents released to you are provided as **Attachment B** to this letter.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act
- the content of the documents that fall within the scope of your request
- the views of the relevant third parties consulted under section 38 of the Act
- the *Information Privacy Act 2014*

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which [public interest] appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act. Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest

factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and nondisclosure.

Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure in the public interest under Schedule 2 s2.1:

- (a) disclosure of the information could reasonably be expected to do any of the following:*
 - (ii) promote open discussion of public affairs and enhance the government's accountability.*
 - (iii) contribute to positive and informed debate on important issues or matters of public interest.*
 - (iv) ensure effective oversight of expenditure of public funds.*

This information concerns the procurement of services to support development of onboarding solutions for a human resource system. I consider release of this information could reasonably be expected to promote discussion of public affairs and the government's accountability regarding the expenditure of public funds. Accordingly, I weight these factors for disclosure highly.

I note the Act has an express pro-disclosure bias which reflects the importance of public access to government information for the proper working of a representative democracy. This concept is promoted through the objects of the Act. I have considered this overarching concept in making my decision in relation to access.

Factors favouring nondisclosure in the public interest Schedule 2 s2.2:

- (a) disclosure of the information could reasonably be expected to do any of the following:*
 - (v) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*
 - (xii) prejudice an agency's ability to obtain confidential information.*
 - (xiii) prejudice the competitive commercial activities of an agency.*

I consider that the protection of an individual's right to privacy, especially during business with the ACT Government is a significant factor as the parties involved have provided their personal contact information for the purposes of working with the ACT Government. I have considered this information and in my opinion the protection of these individuals'

personal details (such as names of consultants and personal details which may not be publicly available) outweighs the benefit which may be derived from releasing them. I consider that these individuals are entitled to expect that the personal information they have supplied to the ACT Government will be dealt with in a manner that protects their privacy.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury [2005] AATA 898* the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person.

The information in question contains sensitive information including payment rates, negotiations, methods of calculations and service delivery for a business that are not publicly available. I consider release of this information could unreasonably cause harm to this business by providing commercial information to its competitors. I am satisfied that release of this information would, or could, have significant impact on the business affairs of an entity identified as this information is not publicly available.

The parties involved in this procurement have done so trusting that the ACT Government will not release their tender details. This trust, if broken, would, or could, reasonably be expected to prejudice an agency's ability to obtain confidential information from private sector suppliers of goods and services to the ACT Government.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application and my decision in response to your access application will be published in the CMTEDD disclosure log. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or by email at CMTEDDFOI@act.gov.au.

Yours sincerely



Katharine Stuart
Information Officer
Chief Minister, Treasury and Economic Development Directorate

21 December 2022



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
<p><i>In relation to the Request for Tender for Provision of ServiceNow Developer and Test Analyst Services to Support the Build of an HR Onboarding Solution published by Digital Data and Technology Solutions, ICT Procurement ("The Procurement")</i></p> <ul style="list-style-type: none"> <i>A copy of all submissions received.</i> <i>A copy of any evaluation documentation prepared for the evaluation of the submissions, including any spreadsheet models identifying particular assessment criteria and the manner in which assessment against such criteria would be made.</i> <i>A copy of all probity related documentation regarding the Procurement, including probity documentation circulated to the evaluation team and any declarations made by the members of the evaluation team.</i> <i>A copy of any supplementary questions directed towards any parties who made submissions and the responses received to such questions.</i> <i>A copy of the completed evaluation documentation, that is at the completion of the assessment of the submissions and any supplementary material received.</i> <i>A copy of any document (electronic or not) which includes any recommendation made by the evaluation team (or any member of it) for consideration by higher management with ACT Government regarding the Procurement.</i> <i>A copy of any letters, minutes, memoranda, emails or other communication that accompanied the transmission of any documents referred to in items (5) and (6) above.</i> <i>A copy of the final decision authority made in relation to the Procurement to award the tender to a particular tenderer.</i> 	<p>CMTEDDFOI 2022-334</p>

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-47	[REDACTED] RFQ response	2022-2022	Partial	Sch 2 s2.2 (a)(xii) ; Sch 2 s2.2 (a)(xiii) and Sch 2 s2.2 (a)(ii)	Yes
2	48-84	[REDACTED] RFQ response	2022-2022	Full Access		Yes
3	85-98	Approved Evaluation Plan	2022-2022	Partial	Sch 2 s2.2 (a)(ii)	Yes
4	99-110	Approved Evaluation Report (including the Evaluation Panel's Recommendation)	2022-2022	Partial	Sch 2 s2.2 (a)(xii) ; Sch 2 s2.2 (a)(xiii) and Sch 2 s2.2 (a)(ii)	Yes
5	111-117	Clarification Question(s)_Supplier(s)	2022-2022	Full Access		Yes
6	118-121	Clarification Question(s) Territory	2022-2022	Full access		Yes
7	122-162	Confidentiality and Conflict of Interest Undertakings – includes documents, emails and attachments	2022-2022	Partial	Sch 2 s2.2 (a)(xii) ; Sch 2 s2.2 (a)(xiii) and Sch 2 s2.2 (a)(ii)	Yes

8	163-165	Approval to Commence Procurement	2022-2022	Partial	Sch 2 s2.2 (a)(ii)	Yes
9	166-168	Evaluation Panel Endorsement of Evaluation Report	2022-2022	Partial	Sch 2 s2.2 (a)(xii) and Sch 2 s2.2 (a)(xiii)	Yes
10	169-170	Approval of Evaluation Report	2022-2022	Partial	Sch 2 s2.2 (a)(xii) and Sch 2 s2.2 (a)(xiii)	Yes
11	171-183	Approval to Execute Work order	2022-2022	Partial	Sch 2 s2.2 (a)(xii) ; Sch 2 s2.2 (a)(xiii) and Sch 2 s2.2 (a)(ii)	Yes
12	184-353	Emails and attachments	2022-2022	Partial	Sch 2 s2.2 (a)(xii) ; Sch 2 s2.2 (a)(xiii) and Sch 2 s2.2 (a)(ii)	Yes
Total						
No of						
Docs						
12						

Digital Marketplace

Seller details

Assigned to

Phone number

Watchlist

RFQ ID

Quote

Reference number

Title of quote

[REDACTED] – ServiceNow Developer and Test Analyst Services

Categories

Software engineering and Development

Quote validity

31 December 2022

Service offerings

Thank you for the opportunity to respond to the subject RFQ.

[REDACTED] was founded in Canberra and remains a proudly Canberran company. We specialise in ServiceNow. The [REDACTED] team have extensive experience in the Australian public sector and are enthusiastic about the ServiceNow platform. We have not yet had the opportunity to work with the ACT Government, and we are very keen to make a contribution.

We have directly addressed your requirements in the attached response documents. In support of our submission, I have also offered a capability statement and some recent reference projects to provide more background on [REDACTED]

Charges

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Breakdown of charges

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Please see more detail in attached response document(s).

Documents

210322 - [REDACTED] - Sch 2.2(a)(ii)
 220612 - [REDACTED] - Sch 2.2(a)(ii)
 220614 - [REDACTED] - Sch 2.2(a)(ii)
 220820 - [REDACTED] - Intro Letter and Response to DM-15285-NVB.pdf
 220822 - [REDACTED] CV - Sch 2.2(a)(ii)
 220822 - [REDACTED] - CBR-Region-LIPP-ECT-\$200k-\$5m.pdf
 WGEA Non-relevant letter - [REDACTED] Pty Ltd.pdf

Criteria Responses**Essential Criteria****Criteria 1** Criterion 1 – Capability and Capacity

The Supplier must demonstrate its capability and capacity to provide the Goods/ Services in line with the Statement of Requirements (SOR) and associated Bill of Materials (BOM) (if applicable). 30%

Criterion 2 – Experience of Key Personnel

The Supplier must demonstrate the experience of the Contractor resources being put forward. Experience must include similar projects using ServiceNow. A resume and written description in the proposal will be sufficient to meet this criterion. 30%

Criterion 3 – Price/ Affordability

The Supplier must provide pricing details as per the SOR. Pricing must be in AUD\$ and be inclusive of GST. Pricing should be an hourly rate which outlines a breakdown of superannuation, Contractor rate, Supplier fees. 30%

Criterion 4 – LIPP

The Supplier must submit a completed Economic Contribution Test (ETC) with its Response. The ECT can be downloaded here: [ACT Government Publication](#)

10%

We have addressed the selection criteria in detail in the attached response documents.



GPO Box 4917
Sydney NSW 2001
www.wgea.gov.au
ABN 47 641 643 874

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

After reviewing your registration, I confirm that [REDACTED] is not covered under the *Workplace Gender Equality Act 2012 (Act)*, as the total number of employees is below the legislated threshold of 100.

Should the total number of employees (including full-time, part-time, casual, and employees on a fixed-term contract) increase to 100 or more, please contact us as under the Act you will then be obliged to report annually to the Workplace Gender Equality Agency.

For further information about the legislation, free resources to assist with achieving improved gender equality outcomes for both women and men and your business, or to clarify any of the above, please visit our website at www.wgea.gov.au or contact the Agency.

Yours sincerely,

Sch 2.2(a)(ii)

Data and Technology Executive Manager

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)



22 August 2022

Procurement Officer
ACT Government ICT Procurement
ICTProcurement@act.gov.au

Dear Ma'am / Sir

RE: [Redacted] – ServiceNow Developer and Test Analyst Services

Thank you for the opportunity to respond to the subject RFQ.

[Redacted] was founded in Canberra and remains a proudly Canberran company. We specialise in ServiceNow. The [Redacted] team have extensive experience in the Australian public sector and are enthusiastic about the ServiceNow platform. We have not yet had the opportunity to work with the ACT Government, and we are very keen to make a contribution.

We have directly addressed your requirements in the response documents. In support of our submission, I have also offered a capability statement and some recent reference projects to provide more background on [Redacted].

Thanks, and we look forward to the opportunity to contribute to the ACT Government's work.

Kind Regards,

Sch 2.2(a)(ii)



Enclosures

- Response to RFQ
- Capability Statement & [Redacted] Case Studies
- Candidate CVs



Enclosure 1 – Response to RFQ

Threshold Criteria

Assessment Criteria, Deliverables

Deliverables for development support	2 x ServiceNow Developers Over 8 weeks (possible extension)	[Redacted] (Experience)
1.	Support the delivery of a system for recruiting personnel to CHS through new and extended feature builds and system functions which meet business requirements and design set by the project team. Development will primarily use Service Now Enterprise Onboarding and Transitioning module configuration with some scripting required in JavaScript.	<p>The proposed [Redacted] team all have extensive experience with the diverse components of the ServiceNow platform. We have implemented production solutions involving complex workflows, integrations, custom application development, IT Operations (such as discovery) and numerous other successful projects.</p> <p>All [Redacted] staff have experience in JavaScript and are used to working beyond the 'no-code' aspects of ServiceNow.</p> <p>Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)</p>





		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
2.	Develop 'as built' design document.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
3.	Provide training as required to ServiceNow administration staff on support of the module and provide feedback on support documentation developed by Service Now administrators.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
Deliverables for testing support		1 x ICT Test Analyst Over 8 weeks (possible extension)
		Response
4.	Support the delivery of an interim system for recruiting personnel to CHS through testing new feature builds. Tests must detect and mitigate errors, defects, reliability, or performance issues. Tests must ensure that the feature sets meet the business requirements and design set by the project team. Testing will be performed using the ServiceNow Automated Testing Framework (ATF), some tests may need to be performed manually, and test cases documented in Azure DevOps or equivalent where required.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)





5.	Develop system integration test cases, including the test case results.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
6.	Implement system integration testing.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
7.	Develop User Acceptance Testing (UAT) and Production Verification Testing (PVT) test cases, including the test case results.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
8.	Provide input to the Business Analyst, Change Manager, or project team as to how to plan and conduct UAT and PVT.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Assessment Criteria, Services

Para	Requirement	Novabridge Response
2.2.1	The Territory is seeking to engage the services of a suitably qualified and experienced Supplier to provide the scope of the Services described in this SOR. It is	The experience and qualifications of [redacted] staff have been recognised by ServiceNow, as [redacted] has been accepted as a services, licensing and technology (application development) partner. [redacted] has accumulated a group of highly experienced and competent specialists who are solely focused on ServiceNow.





Para	Requirement	Response
	preferred that the Supplier is a ServiceNow HR Service Delivery implementor.	
2.2.2	The requested resources to deliver these services are two ServiceNow Developers and one ICT Test Analyst. These resources will require specialist experience and knowledge as described in this section.	Please see our response in the Capacity and Capability Section. We focus solely on ServiceNow and have the professional training and experience to offer CMTEDD.
2.2.3	Resources will work on a time and materials (T&M) hourly basis.	Please see our T&M quotation in the section(s) below.
2.2.4	CMTEDD does not expect these resources to manage end-to-end delivery. Instead, they will be embedded in an existing ACT Government integrated project agile delivery team comprised of Business / System Analysts, ServiceNow SMEs, CHS HR SMEs, Shared Services HR SMEs, a Change Manager, Scrum Master, Product Owner and Project Manager. Through this, CMTEDD hopes to achieve cost efficiency while delivering the interim outcome to CHS.	staff are experienced in being embedded in client teams. We are happy to provide references for clients who's teams we have augmented.
2.2.5	Resources will be accountable for delivering the expertise and drive to complete work as directed by the Contract Manager.	staff are experienced in working within commercial and governance structures.
2.2.6	Resources may work under the direction to the Project Manager, Scrum Master and / or Product Owner as delegated by the Contract Manager.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
2.2.7	Resources will be required to work with the ACT Government ServiceNow administration team to confirm the development is in line with ACT Government development standards.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)





Para	Requirement	Response
2.2.8	Resources will deliver these services within sprints using an agile development methodology.	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
2.2.9-11	<p>ServiceNow Development Support</p> <p>Development support resources will be required to:</p> <p>(a) Develop and implement product features based on business requirements contained in a Product Backlog.</p> <p>(b) Extend product feature sets based on business requirements contained in a Product Backlog.</p> <p>Development support resources will require at least three years of the following experience:</p> <p>(c) Knowledge of and use of the JavaScript scripting language in a ServiceNow environment.</p> <p>(d) Knowledge of and configuration expertise using the Service Now 'Enterprise Onboarding and Transitioning' module.</p> <p>(e) Must have worked within a multi-disciplinary project team on a technical or information technology project.</p> <p>(f) Must have worked within the agile development methodology.</p> <p>Development support resources would benefit from some experience in HR Service Delivery (desirable).</p>	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
2.2.12-13	<p>ICT Test Analyst Support</p> <p>The test support resource will be required to:</p>	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

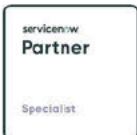


Para	Requirement	Response
	<p>(g) Write and deliver technical test cases and conduct reviews.</p> <p>(h) Use the ServiceNow Automated Test Framework (ATF) to conduct testing.</p> <p>(i) Provide input to the Business Analyst to develop acceptance criteria for user stories and product features. Define the testing scope based on the user stories.</p> <p>(j) Deliver system integration testing, unit, and volume testing.</p> <p>(k) Identify any defect, error, or bug to a product feature which might prevent the achievement of a business requirement.</p> <p>(l) Communicate any defects, issues or required fixes to product features to the developer, product owner, or project team as required.</p> <p>(m) Create and deliver reports required to support testing activities undertaken.</p> <p>(n) Develop UAT and PVT test cases.</p> <p>(o) Provide input to the Business Analyst, Change Manager or Business SMEs as to how to conduct the UAT and PVT.</p> <p>The test support resource will require at least three years of the following experience:</p> <p>(p) Knowledge of developing technical test cases and undertaking tests.</p> <p>(q) Knowledge and use of Azure DevOps.</p>	<p>Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)</p>





Para	Requirement	Response
	<p>(r) Knowledge of and configuration expertise using the Service Now Enterprise Onboarding and Transitioning' module.</p> <p>(s) Knowledge and use of the ServiceNow ATF.</p> <p>(t) Must have worked within a multi-disciplinary project team on a technical or information technology project.</p> <p>(u) Must have worked within the agile development methodology.</p>	



Workplace Gender Equality

[redacted] is not a covered workplace under the Workplace Gender Equality Act. Our WGEA letter is included with this submission. [redacted] however, are endeavouring to build a diverse and inclusive workplace, and we take this into consideration during our recruiting and professional development efforts.

Staff and Subcontractor Visa Status

All [redacted] staff are Australian citizens.

Weighted Criteria

Capability & Capacity

[redacted] was founded in Canberra and remains a proudly Canberran company. The [redacted] team have extensive experience in the Australian public sector. [redacted] Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

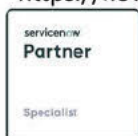
[redacted]

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Certifications

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

¹ <https://nowlearning.servicenow.com/expertprograms>



Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Quotation

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Local Industry Participation Program

The completed Local Industry Participation Program form is included with this submission.

Risk

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)



CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY

Economic Contribution Test (ECT)

Procurements with a value of \$200,000 to \$5million

April 2019

This template is for the Economic Contribution Test (ECT). The ECT is an assessment criteria in the ACT Government's procurement process.

If your business is successful in winning this procurement, your compliance with this ECT may be evaluated as part of the final contract performance evaluation. The evaluation can be considered as part of your future procurement submissions.

More information on the Canberra Region Local Industry Participation Policy is available at <https://www.procurement.act.gov.au/canberra-region-lipp>

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)
Procurements with a value of \$200,000 to \$5million**

Tender and business information

Information you enter into the tables below must be able to be verified. Where possible quantify items in your statements.

Tender* title	ServiceNow Developer and Test Analyst Services to Support the Build of an HR Onboarding Solution
Tender number	BuyICT DM-15285-NVB
Responsible Territory Entity / Directorate	CMTEDD
Total tender value (\$AUD) incl. GST	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

* Tender refers to tender, quotation or any other form of bid/response to a procurement for territory-funded work issued by the Territory for the supply of goods, services and/or works, intended to result in a contract.

Legal entity name	[Redacted]
ABN	[Redacted]
Trading name	[Redacted]
Business project manager/contact person	Sch 2.2(a)(ii)
Telephone	Sch 2.2(a)(ii)
Email	Sch 2.2(a)(ii)

What is your physical presence in the Canberra region?
(Select all that apply)

Head office	Branch office	Warehouse/ Depot	Home office	Null	Other
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specify:

[Redacted]

When was this presence established?

[Redacted] [] [] [] [] [] []

How many full time employees (FTE) do you currently employ in the Canberra region?

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Describe your existing relationships with other businesses in the Canberra region?

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)**

Procurements with a value of \$200,000 to \$5million

A: Regional employment

This section measures the potential economic benefit to the Canberra region through the use of Canberra region sourced labour throughout the contract term.

Labour hours from the Canberra region
See Guidance Note 1

Head contract

A1: Estimated internal FTE required to deliver the contract.	# of FTE:	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	% from the Canberra region
<i>See Guidance Note 1</i>			
A2: Estimated head count of internal labour required to deliver the contract.	# of FTE:		% from the Canberra region
<i>See Guidance Note 1</i>			

Subcontract/s or outsourced labour arrangements

A3: Will you need to engage Canberra region based subcontractors to deliver this contract?	Yes	No
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Complete A4	Go to Section B
A4: Estimated FTE of subcontracted labour intended to be used to perform the contract.	# of FTE:	
<i>See Guidance Note 2</i>		
		% from the Canberra region

Guidance Note:

- 1) The labour your business will employ directly to deliver the contract should you be successful. Do not include labour related to outsourced or subcontracted work.
- 2) An estimate of the labour from any outsourced and subcontracted Canberra region work to deliver the contract.

B: Regional suppliers

This section measures the potential economic benefit to the Canberra region by using Canberra region sourced goods and services, and any other non-labour inputs required.

Excluding labour	Total	Sourced from the Canberra Region
B1: Estimated value of goods and services required to deliver the contract?	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	

B2: Will you engage Canberra region based suppliers to deliver goods and services for this contract?

Yes

Complete B3

No

Go to Section C

B3: List the supply inputs (including bundled work packages) to be sourced from Canberra region suppliers.

See Guidance Note 3

Name and location of regional supplier

Estimated value of input

Guidance Note:

3) Supply inputs include but are not limited to: lease/hire of major equipment, heavy machinery or heavy vehicles; purchase of merchandise; finished products; food and beverages; supplies and raw material; and accommodation.

Describe how you will identify local products and capabilities that meet contract requirements, including:

- ▶ how you will inform local industry about particular opportunities (for example, a communication strategy)
- ▶ how you intend to identify and engage with suppliers in relation to delivery of the contract including your supply chain
- ▶ a commitment to liaising with Canberra region business advocacy groups to identify the availability of local goods and services
- ▶ establishing procedures or policies that encourage local industry participation.

Insert or attach your response here:

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

C: Regional skills development

Provide details of any training and skills development that will be provided to Canberra region labour in relation to this contract, including:

- ▶ opportunities for engaging and training apprentices
- ▶ the number of existing positions, local apprenticeships and traineeships to deliver this contract
- ▶ opportunities for increasing the skills of Canberra region employees
- ▶ training programs designed to support employee career development
- ▶ training programs designed for this contract.

Insert or attach your response here:

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

Outline evidence and the value of your business' contributions to skills and training development

Evidence of contribution	Estimated value (\$AUD) incl. GST
Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

D: Regional investment

Describe how you will identify additional business undertakings that promote economic growth in the Canberra region resulting from this contract. This could include:

- ▶ value-added research or partnerships with universities/CIT
- ▶ potential to undertake further innovation and research, or the development of technology related to this contract
- ▶ use of emerging technologies and materials
- ▶ collaboration with international organisations to increase opportunities for Canberra region businesses.

Insert or attach your response here:

Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)
Procurements with a value of \$200,000 to \$5million**

Declaration

I am a duly authorised officer of



(Business Name)

I am familiar with the principles and objectives of the Canberra Region Local Industry Participation Policy and the responsibilities under these.

If awarded the contract the business will:

- ▶ note that the Territory reserves the right to negotiate and/or clarify commitments in this ECT before finalising the contract
- ▶ meet the commitments in this or an amended ECT (as agreed by the Territory)
- ▶ attend any meeting scheduled by the Territory to review progress implementing commitments in this ECT.

Signature

Name

Sch 2.2(a)(ii)

Digital Marketplace

Quote

Seller details

Assigned to

Phone number

Watchlist

RFQ ID

Quote

Reference number

Title of quote

Categories

Software engineering and Development

Quote validity

22 September 2022

Service offerings

will supply resourcing to achieve the following outcomes and artifacts:

Outcomes:

1. Deliver HRSD product configuration in line with Minimum Viable Product standards, in line with the stated mandatory business objectives.
2. Conduct knowledge transfer activities (e.g. enablement training, etc.)
3. Develop ATF and manual functional tests where possible

Artifacts:

1. Deliver 'As Built' documentation as approved by SSICT requirements
2. Where possible, develop System Test cases and ATF Test cases.
Conduct SIT and actively support PVT and UAT testing.
3. Any update sets, stored in the ServiceNow instances and promoted via Change Management

Please refer to the attached proposal for more information.

Charges

Price 1: \$160,500.00 (\$176,550.00 including GST)

Breakdown of charges

Description	Days	Day Rate	Total
Managing Consultant	40	\$1,840	\$73,600
Consultant (Developer)	40	\$1,440	\$57,600
Consultant (Tester)	40	\$1,440	\$57,600
Total:			\$188,800

Discount: 15% \$28,300

Total: \$160,500

Note: All prices indicated are exclusive of GST.

The following resourcing may be provided as required, complimentary:

Description	Days	Day Rate	Total
Enterprise Architect	10	\$2,080	\$20,800
Project Manager	10	\$1,840	\$18,400
Principal Consultant	5	\$2,080	\$10,400
Total			\$49,600

Complimentary

\$0.00

Documents

██████████ HR Onboarding Solution.pdf
 CBR-Region-LIPP-ECT-\$200k-\$5m (1).pdf

Criteria Responses**Essential Criteria****Criteria 1** Criterion 1 – Capability and Capacity

The Supplier must demonstrate its capability and capacity to provide the Goods/ Services in line with the Statement of Requirements (SOR) and associated Bill of Materials (BOM) (if applicable). 30%

Criterion 2 – Experience of Key Personnel

The Supplier must demonstrate the experience of the Contractor resources being put forward. Experience must include similar projects using ServiceNow. A resume and written description in the proposal will be sufficient to meet this criterion. 30%

Criterion 3 – Price/ Affordability

The Supplier must provide pricing details as per the SOR. Pricing must be in AUD\$ and be inclusive of GST. Pricing should be an hourly rate which outlines a breakdown of superannuation, Contractor rate, Supplier fees. 30%

Criterion 4 – LIPP

The Supplier must submit a completed Economic Contribution Test (ETC) with its Response. The ECT can be downloaded here: ACT Government Publication

10%

*** Please refer to the attached proposal for more information ***

Our attached proposal outlines ██████████ previous skills and experience with HRSD Implementations and ServiceNow Integration's more broadly. Our proposal also addresses all stated requirements as per 'Attachment 1 RITM3494300 Statement of Requirements', as well as ██████████ proposed approach, requisite information with designated outcomes and artifacts. In the proposal we have also provided the proposed staff CV's as well as documented case studies of ██████████ Automations previous works. A comprehensive pricing guide is supplied at the bottom of the quote.



CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY

Economic Contribution Test (ECT)

Procurements with a value of \$200,000 to \$5million

April 2019

This template is for the Economic Contribution Test (ECT). The ECT is an assessment criteria in the ACT Government's procurement process.

If your business is successful in winning this procurement, your compliance with this ECT maybe evaluated as part of the final contract performance evaluation. The evaluation can be considered as part of your future procurement submissions.

More information on the Canberra Region Local Industry Participation Policy is available at <https://www.procurement.act.gov.au/canberra-region-lipp>

CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY ECONOMIC CONTRIBUTION TEST (ECT) Procurements with a value of \$200,000 to \$5million

Tender and business information

Information you enter into the tables below must be able to be verified. Where possible quantify items in your statements.

Tender* title	Provision of ServiceNow Developer and Test Analyst Services to Support
Tender number	DM-15285
Responsible Territory Entity / Directorate	Shared Services ICT, ACT Government, CMTEDD
Total tender value (\$AUD) incl. GST	\$160,500

* Tender refers to tender, quotation or any other form of bid/response to a procurement for territory-funded work issued by the Territory for the supply of goods, services and/or works, intended to result in a contract.

Legal entity name	[Redacted]
ABN	[Redacted]
Trading name	[Redacted]
Business project manager/contact person	[Redacted]
Telephone	[Redacted]
Email	[Redacted]

What is your physical presence in the Canberra region?
(Select all that apply)

Head office	Branch office	Warehouse/ Depot	Home office	Null	Other
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specify: [Redacted]

When was this presence established?

2018					
------	--	--	--	--	--

How many full time employees (FTE) do you currently employ in the Canberra region?

28

Describe your existing relationships with other businesses in the Canberra region?

[Redacted] primary clients are both local government and federal Government, primarily located in the ACT

CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY ECONOMIC CONTRIBUTION TEST (ECT)

Procurements with a value of \$200,000 to \$5million

A: Regional employment

This section measures the potential economic benefit to the Canberra region through the use of Canberra region sourced labour throughout the contract term.

Labour hours from the Canberra region

See Guidance Note 1

Head contract

A1: Estimated internal FTE required to deliver the contract.

of FTE:

See Guidance Note 1

% from the Canberra region

A2: Estimated head count of internal labour required to deliver the contract.

of FTE:

See Guidance Note 1

% from the Canberra region

Subcontract/s or outsourced labour arrangements

A3: Will you need to engage Canberra region based subcontractors to deliver this contract?

Yes

Complete A4

No

Go to Section B

A4: Estimated FTE of subcontracted labour intended to be used to perform the contract.

of FTE:

See Guidance Note 2

% from the Canberra region

Guidance Note:

- 1) The labour your business will employ directly to deliver the contract should you be successful. Do not include labour related to outsourced or subcontracted work.
- 2) An estimate of the labour from any outsourced and subcontracted Canberra region work to deliver the contract.

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)**

Procurements with a value of \$200,000 to \$5million

B: Regional suppliers

This section measures the potential economic benefit to the Canberra region by using Canberra region sourced goods and services, and any other non-labour inputs required.

Excluding labour	Total	Sourced from the Canberra Region
B1: Estimated value of goods and services required to deliver the contract?	\$160,500	\$160,500

B2: Will you engage Canberra region based suppliers to deliver goods and services for this contract?

Yes **Complete B3**

 No **Go to Section C**

B3: List the supply inputs (including bundled work packages) to be sourced from Canberra region suppliers.
See Guidance Note 3

	Name and location of regional supplier	Estimated value of input
--	--	--------------------------

	ACT	\$160,500

Guidance Note:

- 3) Supply inputs include but are not limited to: lease/hire of major equipment, heavy machinery or heavy vehicles; purchase of merchandise; finished products; food and beverages; supplies and raw material; and accommodation.

Describe how you will identify local products and capabilities that meet contract requirements, including:

- ▶ how you will inform local industry about particular opportunities (for example, a communication strategy)
- ▶ how you intend to identify and engage with suppliers in relation to delivery of the contract including your supply chain
- ▶ a commitment to liaising with Canberra region business advocacy groups to identify the availability of local goods and services
- ▶ establishing procedures or policies that encourage local industry participation.

Insert or attach your response here:

█ is a Canberra based company operating out of the ACT. The bulk of █ resources are located in the ACT. For this engagement █ will engage some of their interstate resources based on their skills, if required onsite these resources will make use of ACT accommodation and amenities.

CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY ECONOMIC CONTRIBUTION TEST (ECT)

Procurements with a value of \$200,000 to \$5million

C: Regional skills development

Provide details of any training and skills development that will be provided to Canberra region labour in relation to this contract, including:

- ▶ opportunities for engaging and training apprentices
- ▶ the number of existing positions, local apprenticeships and traineeships to deliver this contract
- ▶ opportunities for increasing the skills of Canberra region employees
- ▶ training programs designed to support employee career development
- ▶ training programs designed for this contract.

Insert or attach your response here:

As [redacted] is a Canberra based company, it focuses on employing and training ACT based resources wherever possible. BT offers an array of training programs to suit its business requirements and to supplement internal career development. All staff are continuously training and updating their skills in various areas in accordance with their role requirements and future aspirations.

Outline evidence and the value of your business' contributions to skills and training development

Evidence of contribution	Estimated value (\$AUD) incl. GST
[redacted] dedicate a portion of budget per annum solely for use in professional development and training. Training courses are covered by BT as well as travel to relevant conferences external to the territory.	\$40,000 (per annum)

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)
Procurements with a value of \$200,000 to \$5million**

D: Regional investment

Describe how you will identify additional business undertakings that promote economic growth in the Canberra region resulting from this contract. This could include:

- ▶ value-added research or partnerships with universities/CIT
- ▶ potential to undertake further innovation and research, or the development of technology related to this contract
- ▶ use of emerging technologies and materials
- ▶ collaboration with international organisations to increase opportunities for Canberra region businesses.

Insert or attach your response here:

██████████ was started and developed in the ACT region. Growing from one staff member to approximately 40, BT has always adopted a Canberra first to approach to employment. As a DISP accredited partner, all ██████ staff are appropriately cleared to work in various government roles around the region both for ██████ and employee's subsequent suppliers. ██████ is a steadfast promoter of the Canberra Rape Crisis Centre and supports it development and maturity to support the ACT community.

**CANBERRA REGION LOCAL INDUSTRY PARTICIPATION POLICY
ECONOMIC CONTRIBUTION TEST (ECT)
Procurements with a value of \$200,000 to \$5million**

Declaration

I am a duly authorised officer of

[Redacted box]

(Business Name)

I am familiar with the principles and objectives of the Canberra Region Local Industry Participation Policy and the responsibilities under these.

If awarded the contract the business will:

- ▶ note that the Territory reserves the right to negotiate and/or clarify commitments in this ECT before finalising the contract
- ▶ meet the commitments in this or an amended ECT (as agreed by the Territory)
- ▶ attend any meeting scheduled by the Territory to review progress implementing commitments in this ECT.

Signature

[Redacted signature box]

Date

22/08/2022

Name:

[Redacted name box]

Position: Head of customer engagement

6.1 Appendix

6.1.1 Staff Resumes

Digital Transformation Agency (DTA)

worked with a larger team, to develop, deliver and maintain a solution to support Cloud Services Panels for DTA. To date, our consultants have significantly contributed to improvements for the following panels; Hardware, Software, Cloud Services and Telecommunications. Some recent achievements include;

- Custom Application development
- Designed and developed an ICT Procurement Portal
- Multiple bespoke apps developed including Wellbeing, Health and Safety and Safe Management
- Integrations with eRecruit, Aurion, SharePoint and Identity Access Management tools
- Developed custom dashboards and reports.

DTA continues to engage to improve customer user experience across all Cloud Services Panels. This work is currently underway.

Australian Digital Health Agency (ADHA)

were originally engaged to deliver a foundational ServiceNow Minimum Viable Product into the Agency's Information Technology and Cyber Security Branch. The work included standing up the platform and incorporating IT Service Management ITSM and IT Operations Management (ITOM).

As a result of successful delivery of this MVP, were awarded the contract to deliver the full Service Management Capability within the Agency. The engagement involved:

- Establishment of Service Management Framework
- Enablement and onboarding of Deloitte and Accenture onto the ADHA ServiceNow Platform, and integration with Deloitte's ServiceNow Platform;
- Enablement and onboarding of Agency's branches, delivery partners and other project initiatives onto the ADHA ServiceNow Platform, and transition from legacy platforms to ServiceNow.

The Australian Tax Office (ATO) owns and manages several ServiceNow instances used across the agency for a variety of both ICT and HR management. The ATO's HR instances, known as 'People Connect', supports a variety of HR functions to manage the ATO's 20,000+ team

Objective

People Connect provides a wide variety of HR Services to the ATO including Onboarding, Offboarding, and Transition capabilities

Outcome

"ATO People connect is a large, complex HRSD solution that spans years of effort and change. Since BT Automation have managed the platform they have managed to resolve many complex issues surrounding not only UX/UI design but also technical limitations with the platform. Because of this work we have continued to progress where we may have otherwise stalled on platform innovation and development."

Russell Zweck

ERP Director for SAP, People Connect & ERP small systems.

Sustaining Legacy, Modernising Continuously

ATO People Connect is one of ServiceNow's first HRSD implementations for the Federal Government. Implemented in approximately 2017, People Connect is one of the world's largest HRSD data repositories with over 1 million records and over 500 custom tables.

The challenges for the team managing People Connect are:

- Huge amounts of data that need to be accessible
- Continuously changing process for an organisation the size of ATO
- Legacy vs modern, unpicking years of work and modernising it ensure that it is maintainable into the future
- Volume of request types; People Connect maintains over 300 HR related processes on this platform.

The ATO are currently investigating the feasibility of migrating the existing legacy HRSD platform to ServiceNow's current HRSD scoped application. BT Automation are supporting ATO to understand:

- The benefits and features of the newer HRSD platform
- The impacts of migration
- An analysis of data volumes and structure
- Costs and effort associated with migration.

The Agencies objective is to enhance the agency's current capabilities and processes and to stabilise the continuously growing environment. Our activities align to the broader strategic objectives on enabling GovERP mandates while enriching the agency's HR experience for staff.

The Department of Prime Minister and Cabinet (PM&C) provides a range of Services internally and externally using the ServiceNow Platform. PM&C's ServiceNow instance security rating is above 'Confidential' and is internally managed by the PM&C team.

Objective

Provide a wide variety of outcomes to PM&C and related agencies.

Outcome

"[Redacted] has had a long and involved history with PMC. [Redacted] have continuously provided strong resourcing and leadership to the team and have grown with PM&C to meet the organisation's challenges and requirements. As with all long term relationships when challenges arise [Redacted] is responsive in changing up its people and approach to meet our needs"

Heather Croston

Manager, Shared Services Application Development Team | Information Services Branch

Continuous Improvement, an Ongoing Journey

PM&C is one of ServiceNow's first Federal Government clients in Australia and as such has instances very well crafted to suit agency needs. Our instances perform a large variety of tasks broadly including:

- Enhanced HR Functionality
- ITIL Functionality
- ITBM Functionality
- A well developed Service Portal Capabilities
- Integrations to other Governmental Systems

Due to the sensitivity of this particular department it is of paramount importance that all ServiceNow instances, people, and information be tightly managed to meet stringent security requirements.

[Redacted] has been at the forefront in delivering a range of internal capability initiatives and day to day management activities. Where required, [Redacted] has surged to meet capability gaps in a range of areas including:

- ServiceNow Specialist Consultants
- Business Analysis and Testing Capabilities
- Documentation Support and Guidance
- Training and Upskilling
- Strategic Advice

With the organisation's continuous need to adapt and evolve to meet organisational pressures, combined with reliable relationships to maintain access to skilled, professional resources, PM&C's ServiceNow evolution is achieving PM&C broader business based objectives.

The Canberra Rape Crisis Centre (CRCC) is one of Australia's only remaining not for profit's dedicated to sexual assault services. CRCC provides a broad range of services to the ACT community and works closely with government agencies such as the Australian Federal Police, ACT Health, and ACT Justice and Community Safety.

Objective

CRCC's ServiceNow instance serves as the backbone of CRCC's data management. ServiceNow supports a range of activities from HR Management, ICT Management, and our core system, CaseTrack

Outcome

by extension have been providing support and strategic advice to CRCC for over 14 years. The team has gradually transformed our organisation from a largely paper based operation, mostly devoid of technology, into an industry leading ICT capability, which flexibility adapts to suit our community's many recent challenges. steadfast support has enabled our organisation to thrive where our peers have failed."

Chief Executive Officer

Background

In 2008 CRCC identified the need to move its existing processes into the digital age. A small business known as [REDACTED] was selected as the preferred supplier and a digital transformation commenced. Several work packages were established, including:

- Core Infrastructure Refresh
- Telephony Refresh
- Digital Strategy for Client Records
- Enhanced Security Posture

CaseTrack - Making Sense of the Chaos

As a part of the greater drive to digitise the organisation a need was identified to transition from paper based client files to a database solution. A decision was made to develop a custom web based application that became known as 'CaseTrack'. CaseTrack had lofty ambitions to not only capture client information but to establish an outcome driven model that is aligned to drive positive client outcomes. This approach allowed the formalisation of key concepts such as clients, case notes, call outs, case plans (using trauma therapy models), intakes, health and a range of other captured data. By digitising this data the organisation started identifying never previously seen trends in reporting, which fundamentally saw the way the organisation saw data collection.

In 2014 CRCC Management approved the acquisition of the ServiceNow Platform, and the subsequent migration of the existing CaseTrack database. Migrating CaseTrack to ServiceNow brought additional capabilities like workflowing, email notifications, and AI capabilities that are now being exploited. Case Tracks current objective is to ingest case plan data into an AI engine to identify which trauma therapy methods might be more effective in a given scenario. This work is ongoing.

Managed Service Offering

[REDACTED] provides a comprehensive managed services covering the following areas:

- ICT Service Desk with dedicated numbers
- ICT Infrastructure management
- ServiceNow development and support
- Security Infrastructure Support

The National Film and Sound Archive of Australia NFSA is tasked with the storage and retrieval of digital footage on behalf of the Australian Federal Government. This task requires large ICT storage infrastructure and related services to be managed and made available to a variety of stakeholders.

Objective

NFSA's core challenge is doing more with less. Some footage to be converted needs to be completed before degradation and budgetary constraints mean the ICT team needs to be laser focused on getting staff to where they're needed. ServiceNow plays a critical role in this need, providing an enterprise solution for HR, Facilities and Services, ICT, and finance.

Outcome

"NFSA originally bought ServiceNow as a replacement ITSM and facilities solution. After implementation it quickly became apparent that it was so much more. NFSA decided to deploy ServiceNow as a key enterprise platform encompassing many areas of the organisation. BT Automation has been key in providing advice, development and support during that journey"

Tara Searle

(FMR) Chief Information Officer

Human Resource Service Delivery

NFSA procured ServiceNow HRSD to enhance Orient, their legacy HR platform, establish foundational OH&S capabilities, and establish employee relations management capabilities.

This replaced existing Orient activities such as HR Onboarding tasks, staff detail updates, and pay queries. We established OH&S capabilities like incident reporting and investigation, as well as providing foundational employee relations capabilities.

Facilities and Services

The Facilities and Services team identified the need to digitise their existing processes. The team had the unique challenge of requiring to manage a range of external vendors across the country to meet the demands of the team.

The ServiceNow Facilities and Services module was implemented to meet this challenge. A facilities portal allowed the NFSA to report facilities issues from anywhere in the country, and for the facilities team to be able to triage and assign work to external vendors for completion. Particular emphasis was placed on reducing double handling of information and streamlining communications into a single platform.

Digital Finance Solution

After the implementation of the Service Portal through the ITSM implementation, the Finance CFO made enquiries to [REDACTED] about the feasibility of digitising a large amount of the manual paperwork being processed by her team. After initial investigations it was determined that more than 90% of existing manual processes could be digitised with ServiceNow using the portal, approvals, and integration engine. The solution replaced most paper-based forms within finance, created dynamic approvals based on the organisational hierarchy (imported from HR Data), and established integrations to the finance solution provider Tech One. This solution largely removed human interaction allowed the finance team to focus on data accuracy and approvals rather than administrative processing.

ICT Goods and Services Procurements

EVALUATION PLAN AND REPORT

On behalf of the Chief Minister, Treasury and Economic Development Directorate

i The **red** sections will be completed following the evaluation of Responses to form the Evaluation Report component.

1. General Information

Refer to **Attachment 1 Evaluation Procedures** for the detailed evaluation methodology and conditions.

Purchase for:	Provision of ServiceNow Developer and Test Services to Support the Build of a HR Onboarding Solution	RFQ Number:	RITM3494300
Directorate:	Chief Minister, Treasury and Economic Development Directorate	Section/Business Unit:	Design and Strategy Branch
Digital Transformation Agency (DTA) Panel:	BuyICT.gov.au	DTA Reference #	TBC
Request for Quote (RFQ) Issue Date:	15/08/2022	RFQ Closing Date:	22/08/2022
Invited Suppliers:		Response Submitted:	
1		Yes/No	
2		Yes/No	
3	Sch 2.2(a)(ii)	Yes/No	

i Before releasing the RFQ, determine the evaluation approach. To achieve best value for money, the ET must assess each Response against the predetermined criteria. The minimum recommended criterion are:

1. Capability; does the Supplier meet the requirements?
2. Capacity; can the requirements be delivered/ produced within the required timeframe?
3. Affordability; is it within the budget or cost expectations?
4. Local Industry Participation Policy (LIPP); is the Supplier a local company and has an Economic Contribution Test (ECT) been submitted?

While the recommended criteria are sufficient to evaluate most Responses, the following criterion should be considered in line with the procurement requirement:

- Procurement Values; social, ethical and community considerations
- Supplier's experience and personnel
- Innovation
- Warranties and guarantees
- Communication, reporting and quality assurance, etc.

2. Evaluation Personnel

Refer to **Attachment 2 Evaluation Team Responsibilities** for the detailed ET responsibilities.

Evaluation Team (ET):			
Name	Jason Ammann	Satish Rajesh	Saideepika Mekala
Position	Director, Design and Strategy Branch	Director, Corporate Applications	Test Coordinator Specialist
Agency	CMTEDD	CMTEDD	CHS CIO
Statement on ET composition	Each ET member has been nominated based on their technical, procurement and/ or contract management experience in the subject area.		

Procurement and Special Advisors		
Name	Hannah Gill and Phil Kerin	Special advisors from the business can be brought in as required.
Role	Procurement Advisor for the procurement. Advise on the RFQ process. Assist with the RFQ evaluation process. Review initial draft Evaluation Report. Advise on the request for clarification process. Facilitate approval from the Delegate.	
Agency	ICT Procurement, DDTS, CMTEDD	

3. Probity, Confidentiality and Disclosure of Conflicts of Interest

- 3.1. Prior to commencing the evaluation, the relevant Evaluation Personnel must complete a Deed of Confidentiality and Conflict of Interest Undertaking.
- 3.2. All Evaluation Personnel will be asked to disclose any actual, potential, or perceived conflict of interest or association they may have with the Respondents prior to viewing the submitted Response(s).

Delete which does not apply

- a. *No conflict(s) of interest have been disclosed.*
- b. *The following conflict(s) of interest have been disclosed:
[Insert details of the conflict(s) of interest].*

4. Assessment Criteria

- 4.1. The Responses will be evaluated against the following criteria:

THRESHOLD CRITERIA (Optional)	PASS /FAIL
Proposals must be written in English, page-numbered, and clearly address the objective and requirements in this SOR. Proposals must be free of any significant errors or defects.	PASS/FAIL

The Respondent must provide a proposal which meets all assessment criteria and refers to the Services (Section 2.2) and Goods (Section 2.3) in the attached SOR.	PASS/FAIL
The Respondent must not be named by the Workplace Gender Equality Agency as an employer currently not complying with the Workplace Gender Equality Act 2012 (Cth) unless the Respondent has obtained a letter of compliance from the Workplace Gender Equality Agency and attaches this letter to its Tender or provides this letter to the Department separately prior to Closing Time.	PASS/FAIL
The Respondent must confirm that neither it, nor its Subcontractors are engaging workers who are not legally entitled to work in Australia.	PASS/FAIL
WEIGHTED CRITERIA	WEIGHTING (%)
Criterion 1 – Capability and Capacity The Supplier must demonstrate its capability and capacity to provide the Goods/ Services in line with the Statement of Requirements (SOR) and associated Bill of Materials (BOM) (if applicable).	30%
Criterion 2 – Experience of Key Personnel The Supplier must demonstrate the experience of the Contractor resources being put forward. Experience must include similar projects using ServiceNow. A resume and written description in the proposal will be sufficient to meet this criterion.	30%
Criterion 3 – Price/ Affordability The Supplier must provide pricing details as per the SOR. Pricing must be in AUD\$ and be inclusive of GST. Pricing should be an hourly rate which outlines a breakdown of superannuation, Contractor rate, Supplier fees.	30%
Criterion 4 – LIPP The Supplier must submit a completed Economic Contribution Test (ETC) with its Response. The ECT can be downloaded here: ACT Government Publication	10%
NON-WEIGHTED CRITERIA (Optional)	
Risk Any risks inherent in the Response which the Territory identifies through the evaluation process. For example: any actual or perceived conflict of interest, extent of compliance or non-compliance with the SOR and BOM, financial viability, adequacy of insurance proposed by the Supplier, and compliance with any policies mandated in the RFQ, sub-contracting arrangements and assumptions.	

5. Scoring

Refer to **Attachment 4 Evaluation Worksheets** for the ET's detailed comments and consensus scores.

5.1 Threshold Criteria

Respondent	Pass/Fail
1. [REDACTED]	Pass/Fail
2. [REDACTED]	Pass/Fail
3. [Sch 2.2(a)(ii) [REDACTED]]	Pass/Fail

5.2 Weighted Criteria

CRITERION ONE: Capability and Capacity

Respondent	Score	Comments
[REDACTED]		Insert notes to support score (no word limit)
[REDACTED]		Insert notes to support score (no word limit)

Sch 2.2(a)(ii)		Insert notes to support score (no word limit)
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CRITERON TWO: Experience of Key Personnel

Respondent	Score	Comments
		Insert notes to support score (no word limit)
		Insert notes to support score (no word limit)
Sch 2.2(a)(ii)		Insert notes to support score (no word limit)

CRITERON THREE: Price/Affordability

Respondent	Score	Comments
		Insert notes to support score (no word limit)
		Insert notes to support score (no word limit)
Sch 2.2(a)(ii)		Insert notes to support score (no word limit)

CRITERON FOUR: LIPP

Respondent	Score	Comments
		Insert notes to support score (no word limit)
		Insert notes to support score (no word limit)
Sch 2.2(a)(ii)		Insert notes to support score (no word limit)

5.3 Non-Weighted Criteria

CRITERION: Risk

Respondent	Comments
	Insert notes to support score (no word limit)
	Insert notes to support score (no word limit)
Sch 2.2(a)(ii)	Insert notes to support score (no word limit)

6. Clarification

i If clarification is not sought, delete all text under this heading and insert "Not Used." See also Attachment 3.

- 6.1. Briefly describe all clarification sought during the assessment of Responses.
- 6.2. Refer to **Attachment 3 Clarification Q&A** for the clarification question(s) and Supplier response.

7. Final Scores

i After the evaluation process is complete, tally the score for each Supplier.

Rank	Respondent	Final Weighted Score	Price (GST inc.)	Risk Rating (Low/ Med/ Hi)
------	------------	----------------------	------------------	----------------------------

1	Insert supplier's full name	Insert final score	Insert Total Price	Insert Risk Rating
2	Insert supplier's full name	Insert final score	Insert Total Price	Insert Risk Rating
3	Insert supplier's full name	Insert final score	Insert Total Price	Insert Risk Rating

8. Negotiations

i If negotiations are not required, delete all text under this heading and insert "Not Used."

8.1. Negotiations will be conducted on the following basis:

Delete which does not apply

a. Refer to **Negotiation Plan** at **Attachment X** [insert attachment number].

OR

b. The ET will seek to negotiate the (e.g.) **quoted price/ deliverables/ timing etc**, with a view to achieving [insert outcome sought].

9. Confidential Text

i The ET must identify and consider any confidential text requests submitted by a Supplier as set out in s35(1) of the Government Procurement Act 2001 (the Act),

Confidential Text requests may include, but not exclusively, the following:

- i) Unit pricing/ hourly rates
- ii) Information pertaining to specified personnel, and
- iii) Details concerning indemnity and liability provisions.

Any requests for confidential text will require approval from the Under Treasurer.

Delete which does not apply

9.1. The recommended Supplier has advised **no** confidential text requirements apply.

OR

9.2. The recommended Supplier has advised the following confidential text requirements apply:

- a. Xxx
- b. Xxx
- c. Xxxx

10. Issuing Advice to Respondents

Delete which does not apply

*Simple Procurements (non-DTA) Only

10.1 If approved by the Delegate, the recommended Supplier will be advised of its status via an **Intent email**, and subsequently, be issued the draft agreement (subject to negotiations [if required]).

10.2 Unsuccessful Suppliers will be advised of the outcome of the RFQ process via a **Decline email**, including the opportunity to receive a debriefing regarding the result of their Response.

*DTA Panel Only

- 10.3 The recommended Supplier(s) will be advised of its status by notification through the DTA Portal on submission of the draft agreement.
- 10.4 Unsuccessful Suppliers will be advised of the outcome of the RFQ process by notification through the DTA Portal, where the Supplier will be given the opportunity to request a debriefing regarding their Response.

11. ET Acknowledgement and Recommendation

- 11.1 The ET acknowledges it has conducted the evaluation of Responses in accordance with this Evaluation Plan and Report, the RFQ and the Territory’s Procurement Framework.
- 11.2 The ET recommends the engagement of Insert preferred Supplier’s name and ABN at a total cost of Insert Total GST Inclusive Price including all extension options, and seeks approval to:

Delete which does not apply

- a. enter into contract negotiations on the basis set out at **Section 8**, and
- b. enter into a contractual arrangement pending the successful outcome of negotiations, or
- c. enter into a contractual arrangement, and
- d. arrange debriefing of unsuccessful Suppliers.

Evaluation Team:	
ET Chair: Insert full name and position	Signature Date:/...../..... <i>Or insert email endorsement at Attachment 5</i>
ET Member: Insert full name and position	Signature Date:/...../..... <i>Or insert email endorsement at Attachment 5</i>
ET Member: Insert full name and position	Signature Date:/...../..... <i>Or insert email endorsement at Attachment 5</i>

12. Delegate Approval

Delete which does not apply

12.1. It is recommended that you provide a response to the associated email **Approving /Not Approving** this Evaluation Report (including the ET’s recommendation). If approved, a **Work Order/ Agreement and Purchase Order (as required)** will be prepared for your agreement.

OR

12.2. This Evaluation Report, including the ET’s recommendation is **Approved/ Not Approved**. If approved, a **Work Order/ Agreement and Purchase Order (as required)** will be prepared for your agreement:

Delegate Name and Position	Signature Date:/...../.....
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Attachment 1: Evaluation Procedures

GENERAL

1. Conflict of Interest

- 1.1. The Territory requires ET members and all Special Advisors to disclose any actual or apparent conflict of interest (by completing a Deed of Confidentiality and Conflict of Interest Undertaking) and take steps to avoid the conflict. The responsibility lies with each ET member/ Special Advisor to promptly identify and disclose to the Chair, Procurement Advisor or Delegate (as the case may be) any actual, perceived or potential conflicts of interest involving themselves, their immediate family or any other relevant relationship.
- 1.2. All disclosures of conflicts of interests will be fully documented by the Chair in the Evaluation Report.
- 1.3. Continued ET membership will be dependent on the determination of the declared conflicts of interest. If an ET member's conflict of interest is identified as material, depending on the severity:
 - a) the conflict may be managed by removing the ET member's involvement in the evaluation of material related to the conflict, and/ or
 - b) the ET member may be removed from any involvement in the evaluation process and replaced with a Delegate approved officer.

2. Receipt and Compliance of Responses

- 2.1. Responses will be lodged via either the Digital Transformation Agency/ Digital Marketplace portal or direct email (depending on the procurement approach undertaken), attention to the Procurement Advisor, at the closing time and date specified in the RFQ.
- 2.2. Once received, Responses will be assessed for compliance against the RFQ requirements.
- 2.3. Any Response that does not comply with the RFQ requirements (including the SOR) or is incomplete may be deemed to be non-compliant.
- 2.4. Where a Response is non-compliant, the Territory may:
 - a) reject the Response and not consider it any further; or if possible, without impacting on the probity of the RFQ process, allow the Supplier to correct the non-compliance in the form of a request for clarification, or
 - b) admit incomplete Responses to evaluation at the absolute discretion of the Territory.
- 2.5. Assessment for compliance may include the following factors:
 - a) receipt of Response prior to the closing date and time
 - b) attendance at the mandatory site inspection or briefing (if applicable)
 - c) any other relevant requirements, licences or certificates set out in the RFQ
 - d) compliance with the relevant requirements of the *Workplace Gender Equality Act 2012 (Cth)* (see <http://www.wgea.gov.au/>).
 - e) completed Evaluation Criteria responses in Returnable Schedules (as applicable)
 - f) completed Referee Table (via Returnable Schedule) (minimum of three relevant referees – as applicable)
 - g) completed Pricing Schedule/ Affordability Response, and
 - h) compliance with confidentiality requests.
- 2.6. A Response that is:
 - a) at variance with, does not respond to or does not fully comply with any requirements of the RFQ
 - b) unable to meet insurance requirements, or

c) contains erasures or is illegible,

may be deemed non-conforming.

2.7. Details regarding each Supplier's compliance or non-compliance will be documented.

2.8. Non-compliance will be considered by the ET with a decision made to either include or exclude a Response as part of the evaluation process. All reasons for excluding a Response from the full evaluation process will be clearly substantiated by the ET in the Evaluation Report for approval by the Delegate.

3. Clarification of Responses

3.1. If, during the evaluation of Responses it is considered necessary to seek clarification from Suppliers on certain aspects of their Response, a clarification question will be drafted by the ET member raising the question and managed in accordance with this **section 3**.

3.2. Clarification of Responses may be sought from one, some or all Suppliers. All requests for clarification must be in writing and from the Procurement Advisor and direct that answers from Suppliers must be in writing and submitted to the Procurement Advisor.

3.3. Final wording of clarification will be confirmed with advice for the Procurement Advisor.

3.4. Clarification must be sought in writing. Suppliers be informed that the request for clarification is not an opportunity to revisit or revise their Response.

3.5. The Procurement Advisor may consult the Probity Advisor (either the ACT Government Solicitor [ACTGS] or Procurement ACT) prior to issuing any clarification question. Additional or new information must not be sought unless it is by way of clarification of elements of the information already submitted.

3.6. Clarifications are permitted through the evaluation process if information provided in a Response not capable of evaluation because it is uncertain, ambiguous or inconsistent or an unintended error of form has occurred. This is where it appears that a Supplier has made an obvious mistake which is likely to have been unintended and is easily rectified (e.g. failed to attach a supplementary information attachment). Where a clarification is of a more general nature, then advice/information should be requested from all Suppliers.

3.7. Clarifying questions will not be used to enable a Supplier to provide new information. Any additional information submitted by a Supplier will need to be assessed to determine whether it is truly a clarification of quoted information or whether it effectively amounts to the submission of late material that seeks to vary the existing Response. Requests for clarification must specifically identify the aspects (compliance items, Weighted and Non-Weighted Assessment Criteria, pricing information etc.) of the Response that requires clarification and nominate a timeframe within which a response is required.

3.8. Clarification from a Supplier must be sought by the assigned Procurement Advisor via email, and the questions must be cleared in advance by the ET Chair and/ or the Probity Advisor. The ET Chair may require that the return responses by Suppliers be reviewed by the Probity Advisor prior to the release of clarification responses to the ET.

4. Evaluation Considerations

4.1. Consistent with *Section 22A of the Government Procurement Act 2001*, in evaluating Responses, the Territory has as its objective the attainment of 'value for money' and not necessarily the lowest quoted price.

4.2. The ET will evaluate Responses in accordance with the provisions of the RFQ and this Evaluation Plan and Report. If there is any inconsistency between the requirements of the published RFQ and this Evaluation Plan and Report, the published RFQ takes precedence to the extent of the inconsistency.

5. Evaluation Methodology

5.1. All compliant Responses will be assessed using the methodology outlined below:

STEP 1: Threshold Criteria Assessment

5.2. Any requirements considered as essential/mandatory by the Territory must be clearly identified as such in the SOR of the RFQ. Where this has occurred, all Responses must be reviewed to ensure compliance.

- 5.3. Threshold Criteria are only to be included if the information provided with a Response can be assessed as a “YES or NO”. A “YES” will result in the Response progressing to subsequent assessment STEP 2: Weighted Criteria Assessment (including LIPP), and a “NO” will require a Supplier to be excluded from further consideration.
- 5.4. The ET must exclude Responses from further consideration, which have not complied with any Threshold Assessment Criteria identified as such in the SOR of the RFQ.
- 5.5. The ET will assess whether a Response meets the Threshold Assessment Criteria. Responses rating a “NO” against any Threshold Criterion are to be deemed non-conforming. The Response will be recorded in this Evaluation Plan and Report as “Non-compliant, requirements not met”.

STEP 2: Weighted Criteria Assessment

- 5.6. STEP 2a of the evaluation identifies those Suppliers that are assessed as being able to meet the RFQ requirements, in doing so the ET must consider all relevant information for each criterion provided in each Response and conduct an objective analysis against the Assessment Criteria. In addition, the ET may use material provided in response to one evaluation criterion in the evaluation of another criteria.
- 5.7. All conforming Responses will be evaluated as follows.
 - a) Individual ET members will undertake an initial assessment of all Weighted Criteria and give a score (out of 10) using the **Scoring Scale** at **section 6**. The ET should consider all relevant material/ information provided in a response when evaluating each weighted criterion. The descriptions in the “Response” column are intended to act as guidance only on assigning ratings.
 - b) ET members will use assessment worksheets for each Response and must record the scores and the reason for the assigned rating (out of 10) they have awarded against each Weighted Criterion. The worksheets will be utilised in the consensus evaluation session/s discussions and provide support information for the preparation of the Evaluation Report.
 - c) The ET will then meet to discuss and consider the scores and associated comments allocated by the individual ET members to reach a consensus score for all Weighted Criteria.
 - d) All Weighted Assessment Criteria consensus scores will then be multiplied by their respective weighting with the resulting figures tallied to give a total score out of a possible 100 for each Response per category (this is referred to as the Total Weighted Score).
- 5.8. The Procurement Advisor will work with the relevant ET members to review submissions and scores to ensure the ET has a common understanding of each Suppliers’ offering. Any differences in scores between ET members will be reviewed. On instruction from the ET Chair, the Procurement Advisor may seek clarifications from the Suppliers to enable the ET members to arrive at a common/ consensus score for each requirement.
- 5.9. The ET Chair may exercise judgement where a difference remains and will make a determination. Any differences will be documented in the Evaluation Report each with their retrospective strength, weakness and risks.

STEP 3: Pricing Assessment

- 5.10. The Procurement Advisor will be responsible for reviewing the Responses to identify pricing or pricing related information contained outside of the RFQ Pricing Response.
- 5.11. The Procurement Advisor will be responsible for either redacting or removing pricing and pricing related information from both the hard and soft copies made available to the ET members.
- 5.12. Pricing information will only be made available to the ET in STEP 5: Pricing Assessment.

Option 1 – Pricing as a Weighted Criterion

- 5.13. If pricing/ affordability is listed as a Weighted Criterion, the Response will be considered in accordance with STEP 2: Weighted Criteria Assessment.

STEP 4: Risk Assessment

- 5.14. The ET must undertake a full assessment for each Response in respect to risks identified throughout the evaluation.
- 5.15. Risks may include, but are limited to:
- a) the identification of shortfalls in a Supplier's Response in terms of the offered capability, capacity, business systems, proposed methodology/solution
 - b) the results of the analysis undertaken on the submitted prices, discounts and any associated assumptions
 - c) referee reports
 - d) financial viability assessment information
 - e) the results of a demonstration/ presentation (if included)
 - f) risk associated with a Response being assessed as unacceptably high risk against any Assessment Criteria, and
 - g) benefits of innovation/ value-adds being offered.
- 5.16. After consideration of the risks as noted in the evaluation, each Response will then be assigned a risk rating of 'Low', 'Medium', 'High' or 'Extreme' based on the overall risk profile of each Response.
- 5.17. In determining the risk profile presented by each Response, the ET must assess risk in terms of likelihood of the Supplier achieving what has been offered in its Response. Individual assessments of perceived risk may vary among members of the ET. The ET must resolve variations as they are identified by discussion and the application of the risk assessment factors.
- 5.18. In undertaking their Value for Money comparative assessment, the ET must take into consideration any items proposed by the Supplier regarding contractual compliance and associated risks.

STEP 5: Referee Information

- 5.19. If the RFQ requests Suppliers to provide referee contacts in its Response, the ET may, at their discretion, approach the nominated referees for one, some or all suppliers to validate information (performance based) provided in their Response.
- 5.20. The ET may also approach any business area of the ACT Government, which has had a prior commercial arrangement with the Supplier to request further information regarding past performance and Territory satisfaction with the Goods/ Services provided. The RFQ should acknowledge this possible action.
- 5.21. In the event of a referee or a business area providing negative comments about a Supplier, the ET should provide the Supplier in question an opportunity to respond to those comments. Both referee comments and Supplier Responses should be considered in finalising the risk ratings.
- 5.22. The ET may exercise its discretion to approach only the shortlisted Suppliers or those deemed in contention for preferred Supplier status for the procurement.
- 5.23. In undertaking this validation process, the ET Chair should prepare a series of questions, relevant to the SOR/ BOM, which will be asked of referees to verify information supplied by one, some, or all Suppliers.
- 5.24. For the avoidance of doubt, referee responses will not be a Weighted Assessment Criterion, but may be used in the risk assessment process.

STEP 6: Best and Final Offer (BAFO)

- 5.25. If acknowledged in the RFQ, the ET may decide to undertake a BAFO process by inviting Suppliers to submit a BAFO in relation to all or certain aspects of their respective Responses.
- 5.26. A BAFO may only be used if:
- a) the RFQ has denoted a BAFO may be undertaken, and
 - b) costs submitted by all Suppliers are unacceptably high, or
 - c) it has become apparent that there was an error, misdescription or uncertainty in the RFQ that has affected

Response results, or

- d) a preferred Supplier cannot be clearly determined based on the evaluation of the responses against the Value for Money Assessment.
- 5.27. Notwithstanding any shortlisting, the ET may invite only Suppliers who the ET consider capable of delivering the desired outcomes and are most likely to represent value for money, to submit a BAFO.
- 5.28. The ET will notify Suppliers, who are invited to participate in the BAFO (if any), of the process and timeframe to submit a response to the Territory.
- 5.29. Those Suppliers will then be given an opportunity to revise their response, but only to the extent specifically outlined in the BAFO.
- 5.30. Following the conclusion of this STEP 8: BAFO, the ET will review and update the Value for Money Assessment results for each Supplier invited to submit a BAFO, to reflect the Supplier's BAFO response.

STEP 7: Value for Money (VFM) Assessment

- 5.31. Following the evaluation of Responses, including the evaluation of the BAFO if sought, the ET will undertake a value for money assessment to determine the best overall offer. The Response with the best overall offer will comprise:
- a) a high overall technical score
 - b) competitive price
 - c) low risk (after management considerations)
 - d) possible innovation and/ or discounts to the ACT Government, and
 - e) will be identified and recommended as the preferred Supplier(s) to the Delegate.

STEP 8: Review of Confidentiality Requests

- 5.32. The ET must identify and consider any confidential text requests submitted by the Supplier as set out in s35(1) of the *Government Procurement Act 2001*.

6. Scoring Regime

6.1. The Weighted Assessment Criteria (including LIPP) will be assessed using the numerical scoring scale set out in the table below:

Descriptor	Response	Rating
<i>Outstanding</i>	<ul style="list-style-type: none"> ▪ Response to Criterion far exceeds all of the relevant Statement of Requirements (SOR) and provides major additional value to the ACT Government. ▪ Response demonstrates an outstanding understanding of the requirements of the Criterion and presents a strategic view of the Goods and/or Service within the broader ACT Government context. ▪ Information provided is concise, extensive and offers some innovation or knowledge gain to the ACT Government. All claims are fully substantiated. ▪ Any risks identified regarding this Criterion are low. 	10
<i>Excellent</i>	<ul style="list-style-type: none"> ▪ Response to Criterion exceeds all of the relevant SOR requirements such that the ACT Government will receive some additional value above the SOR. ▪ Response demonstrates an excellent understanding of the requirements of the Criterion. ▪ Information provided is comprehensive. All claims are fully substantiated. ▪ Any risks identified regarding this Criterion are low. 	9
<i>Very Good</i>	<ul style="list-style-type: none"> ▪ Response to Criterion meets all of the relevant SOR and exceeds some relevant SOR such that the ACT Government will receive minor value above the SOR for those. ▪ Response demonstrates a very good understanding of the requirements of the Criterion. ▪ All claims are soundly substantiated. Some minor omissions in substantiation may occur but the overall claim is well supported. ▪ Any risks identified regarding this Criterion are between low and medium. 	8
<i>Good</i>	<ul style="list-style-type: none"> ▪ Response to Criterion meets all of the relevant SOR and may marginally exceed some relevant SOR requirements. ▪ Response demonstrates a good understanding of the requirements of the Criterion. ▪ Some insignificant uncertainties occur but claims or documentation contains majority of the information expected of this criterion. ▪ Any risks identified regarding this Criterion are between low and medium. 	7
<i>Adequate</i>	<ul style="list-style-type: none"> ▪ Response to Criterion meets all of the relevant SOR ▪ Response demonstrates an adequate understanding of the requirements of the Criterion. ▪ Some minor uncertainties or information gaps occur but claims or documentation generally contain the information expected of this Criterion. ▪ Any risks identified regarding this Criterion are between low and high. 	6
<i>Reservations</i>	<ul style="list-style-type: none"> ▪ Response to Criterion meets most of the relevant SOR ▪ Response demonstrates a general understanding of the requirements of the Criterion but lacks detail in specific areas. ▪ Some uncertainties or information gaps occur in key requirements. ▪ Any risks identified regarding this Criterion are between low and high. 	5
<i>Poor</i>	<ul style="list-style-type: none"> ▪ Response to Criterion does not meet a minority of the relevant SOR ▪ Response demonstrates a poor understanding of the requirements of the Assessment Criterion with some shortcomings or deficiencies. ▪ Claims and documentation omit or are unable to substantiate key requirements of the Criterion. ▪ Any risks identified regarding this Criterion are between medium and high. 	4
<i>Very Poor</i>	<ul style="list-style-type: none"> ▪ Response to Criterion does not meet a majority of the relevant SOR ▪ Response does not demonstrate an understanding of the requirements of the Criterion, through lack of provided detail or information. ▪ Claims and documentation omit or are unable to substantiate requirements of the Criterion. ▪ Any risks identified regarding this Criterion are between medium and high. 	3
<i>Inadequate</i>	<ul style="list-style-type: none"> ▪ Response to Criterion meets only a negligible number of the relevant SOR ▪ Response demonstrates a minor misunderstanding of the requirements of the Criterion, containing significant flaws in approach. ▪ Claims and documentation are mostly unsubstantiated. ▪ Any risks identified regarding this Criterion are between high and extreme. 	2
<i>Not Acceptable</i>	<ul style="list-style-type: none"> ▪ Response to Criterion does not meet any of the relevant SOR ▪ Response demonstrates a major misunderstanding of the requirements of the Criterion, lacking fundamental details to address this criterion. ▪ Claims and documentation are unsubstantiated and unreliable. ▪ Any risks identified regarding this Criterion are between high and extreme. 	1
<i>Not able to assess Response</i>	<ul style="list-style-type: none"> ▪ Response did not address this Criterion. (NOTE: There needs to be confirmed evidence of this circumstance). ▪ Response was not evaluated, as it did not provide any requested information. ▪ Any risks identified regarding this Criterion are between high and extreme. 	0

Attachment 2 – Evaluation Team Responsibilities

General Responsibilities of the ET

ET members are personally appointed and are responsible for:

- adhering to the probity principles
- evaluating Responses in accordance with:
 - the published RFQ (including all addenda), and
 - the evaluation methodology set out in this Evaluation Plan,
- seeking specialist, probity and/ or legal advice (if required)
- documenting the evaluation process
- contacting referees (if required)
- preparing an Evaluation Report (ER) for Delegate approval (via this document)
- seeking Delegate approval to negotiate with, and engage, the preferred Respondent(s) identified through the evaluation process and ET recommendation (via this document), and
- debriefing unsuccessful Respondents upon request.

The ET has been formed to evaluate Responses to the RFQ. All ET members will be made aware of their responsibilities by the Procurement Advisor, including the need to demonstrate impartiality and equity to all Respondents.

The ET must perform the evaluation honestly and without favour or prejudice.

The ET must have no contact with the Respondents during the procurement process (other than business as usual, should the need arise). All communication with Respondents must be conducted in writing through the Procurement Advisor in accordance with the approved Evaluation Plan.

The ET Chair must ensure all documentation (paper and electronic) is appropriately and securely stored during the evaluation process, and not left unattended at any time. All Responses and associated documents are classified "OFFICIAL - Sensitive".

The ET Chair must maintain proper records of meetings, discussions, emails, telephone calls, site visits, evaluation tools used, calculations, etc.

On completion of the evaluation, negotiation and debriefings (as the case may be), the ET Chair must ensure all copies of response documents are returned to ICT Procurement for appropriate storage or destruction or provide evidence therein.

Special Advisors

The ET may seek and use specialist advice to assist in the evaluation process. The areas of expertise may include:

- Probity and/ or legal advice
- technical analysis/ information
- financial analysis
- procurement processes
- administrative functions
- Local Industry Participation
- Secure Local Jobs Code, and
- Work Health and Safety.

The ACT Government Solicitor (ACTGS) may be engaged as the probity and legal advisor for the procurement.

The ET, through the Chair, may request Special Advisors to provide input or feedback regarding technical aspects of RFQ responses for consideration by the ET. The ET Chair will also define the timeframe in which information is to be provided (either during, or outside of an ET session) for these responses from the Advisors.

While some Special Advisors will be named in the Evaluation Plan, this does not prevent the ET Chair from seeking advice from other Special Advisors, if required. Any Special Advisors who provide input to the evaluation must be named in the ER, clearly outlining their role in the evaluation process.

Probity and Conflict of Interest:

The ET Chair and all members (including Special Advisors) must declare any actual, potential or perceived Conflict of Interest before undertaking the evaluation process.

The ET Chair must ensure all members of the ET complete and sign the appropriate Deed of Confidentiality and Conflict of Interest Undertaking form prior to commencing the evaluation of Responses.

Should any ET member identify any actual, potential or perceived Conflict of Interest during the evaluation process, the member must immediately inform the ET Chair or Delegate. In such circumstances, the ET Chair will suspend the evaluation process and obtain urgent advice from ICT Procurement.

The ET must not discuss the response submissions with anyone other than those officially involved with the evaluation process.

The ET must not accept any remuneration, gift, advantage or other benefit except as may be allowed under Government policy.

For further information refer to the [Probity in Procurement Guide](#).

ET Chair Responsibilities:

The ET Chair is responsible for arranging an initial meeting with the ET Members to:

- distribute the Responses
- ensure no ET member has a conflict of interest
- instruct/remind all ET members of their responsibilities in undertaking the evaluation, and
- advise on the conformity of Responses against the RFQ requirements (including the Statement of Requirements) – as provided by the Procurement Officer.

The ET Chair must arrange further meetings as required to complete the evaluation in accordance with the approved Evaluation Plan and subsequent RFQ.

The ET Chair must review and finalise the Evaluation Report (ER), within 21 days of the RFQ close date (if possible).

The ET Chair must arrange for the ER to be signed accordingly:

- ET Chair
- ET members, and
- Financial Delegate.

The ET Chair must return the fully signed ER to ICT Procurement for the purposes of preparing a contract.

Attachment 3 – Clarification Q&A

Insert a copy of the clarification question(s) asked and the supplier response OR insert “Not Used.”

Attachment 4 – Evaluation Worksheets

Refer to separate MS Excel attachment titled “Attachment 4 Evaluation Worksheets” OR insert “Not Used.”

Attachment 5 – Evaluation Team Endorsement

Insert “Not Used” if physical signatures are provided.

ICT Goods and Services Procurements

EVALUATION PLAN AND REPORT

On behalf of the Chief Minister, Treasury and Economic Development Directorate

i The **red** sections will be completed following the evaluation of Responses to form the Evaluation Report component.

1. General Information

Refer to **Attachment 1 Evaluation Procedures** for the detailed evaluation methodology and conditions.

Purchase for:	Provision of ServiceNow Developer and Test Services to Support the Build of a HR Onboarding Solution	RFQ Number:	RITM3494300
Directorate:	Chief Minister, Treasury and Economic Development Directorate	Section/Business Unit:	Design and Strategy Branch
Digital Transformation Agency (DTA) Panel:	BuyICT.gov.au	DTA Reference #	DM - 15285
Request for Quote (RFQ) Issue Date:	15/08/2022	RFQ Closing Date:	22/08/2022
Invited Suppliers:		Response Submitted:	
1		Yes	
2		Yes	
3	Sch 2.2(a)(ii)	No	

i Before releasing the RFQ, determine the evaluation approach. To achieve best value for money, the ET must assess each Response against the predetermined criteria. The minimum recommended criterion are:

Capability; does the Supplier meet the requirements?

Capacity; can the requirements be delivered/ produced within the required timeframe?

Affordability; is it within the budget or cost expectations?

Local Industry Participation Policy (LIPP); is the Supplier a local company and has an Economic Contribution Test (ECT) been submitted?

While the recommended criteria are sufficient to evaluate most Responses, the following criterion should be considered in line with the procurement requirement:

- Procurement Values; social, ethical and community considerations
- Supplier's experience and personnel
- Innovation
- Warranties and guarantees
- Communication, reporting and quality assurance, etc.

2. Evaluation Personnel

Refer to **Attachment 2 Evaluation Team Responsibilities** for the detailed ET responsibilities.

Evaluation Team (ET):			
Name	Jason Ammann	Satish Rajesh	Saideepika Mekala
Position	Director, Design and Strategy Branch	Director, Corporate Applications	Test Coordinator Specialist
Agency	CMTEDD	CMTEDD	CMTEDD
Statement on ET composition	Each ET member has been nominated based on their technical, procurement and/ or contract management experience in the subject area.		

Procurement and Special Advisors		
Name	Hannah Gill and Phil Kerin	Qing Rong and Cynthia Chen
Role	Procurement Advisor for the procurement. Advise on the RFQ process. Assist with the RFQ evaluation process. Review initial draft Evaluation Report. Advise on the request for clarification process. Facilitate approval from the Delegate.	Advise on ServiceNow technical capability of respective suppliers. Advise on ServiceNow technical capability of respective supplier's staff listed in proposals.
Agency	ICT Procurement, DDTs, CMTEDD	ServiceNow, DDTs, CMTEDD

3. Probity, Confidentiality and Disclosure of Conflicts of Interest

- 3.1. Prior to commencing the evaluation, the relevant Evaluation Personnel must complete a Deed of Confidentiality and Conflict of Interest Undertaking.
- 3.2. All Evaluation Personnel will be asked to disclose any actual, potential, or perceived conflict of interest or association they may have with the Respondents prior to viewing the submitted Response(s).
 - a. *No conflict(s) of interest have been disclosed.*

4. Assessment Criteria

The Responses will be evaluated against the following criteria:

THRESHOLD CRITERIA (Optional)	PASS /FAIL
Proposals must be written in English, page-numbered, and clearly address the objective and requirements in this SOR. Proposals must be free of any significant errors or defects.	PASS/FAIL
The Respondent must provide a proposal which meets all assessment criteria and refers to the Services (Section 2.2) and Goods (Section 2.3) in the attached SOR.	PASS/FAIL
The Respondent must not be named by the Workplace Gender Equality Agency as an employer currently not complying with the Workplace Gender Equality Act 2012 (Cth) unless the Respondent has obtained a	PASS/FAIL

letter of compliance from the Workplace Gender Equality Agency and attaches this letter to its Tender or provides this letter to the Department separately prior to Closing Time.	
The Respondent must confirm that neither it, nor its Subcontractors are engaging workers who are not legally entitled to work in Australia.	PASS/FAIL
WEIGHTED CRITERIA	WEIGHTING (%)
Criterion 1 – Capability and Capacity The Supplier must demonstrate its capability and capacity to provide the Goods/ Services in line with the Statement of Requirements (SOR) and associated Bill of Materials (BOM) (if applicable).	30%
Criterion 2 – Experience of Key Personnel The Supplier must demonstrate the experience of the Contractor resources being put forward. Experience must include similar projects using ServiceNow. A resume and written description in the proposal will be sufficient to meet this criterion.	30%
Criterion 3 – Price/ Affordability The Supplier must provide pricing details as per the SOR. Pricing must be in AUD\$ and be inclusive of GST. Pricing should be an hourly rate which outlines a breakdown of superannuation, Contractor rate, Supplier fees.	30%
Criterion 4 – LIPP The Supplier must submit a completed Economic Contribution Test (ECT) with its Response. The ECT can be downloaded here: ACT Government Publication	10%
NON-WEIGHTED CRITERIA (Optional)	
Risk Any risks inherent in the Response which the Territory identifies through the evaluation process. For example: any actual or perceived conflict of interest, extent of compliance or non-compliance with the SOR and BOM, financial viability, adequacy of insurance proposed by the Supplier, and compliance with any policies mandated in the RFQ, sub-contracting arrangements and assumptions.	

5. Scoring

Refer to **Attachment 4 Evaluation Worksheets** for the ET's detailed comments and consensus scores.

5.1 Threshold Criteria

Respondent	Pass/Fail
1. [REDACTED]	Pass
2. [REDACTED]	Pass
3. Sch 2.2(a)(ii) [REDACTED]	Not applicable

5.2 Weighted Criteria

CRITERION ONE: Capability and Capacity

Respondent	Score	Comments
[REDACTED]		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)

	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	
	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	
Sch 2.2(a)(ii)	Not applicable	No proposal submitted; not applicable.

CRITERION TWO: Experience of Key Personnel

Respondent	Score	Comments
	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	
	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)	
Sch 2.2(a)(ii)	Not applicable	No proposal submitted; not applicable.

CRITERON THREE: Price/Affordability

Respondent	Score	Comments
[REDACTED]		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
[REDACTED]		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
Sch 2.2(a)(ii)	Not applicable	No proposal submitted; not applicable.

CRITERON FOUR: LIPP

Respondent	Score	Comments
[REDACTED]		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
[REDACTED]		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
Sch 2.2(a)(ii)	Not applicable	No proposal submitted; not applicable.

5.3 Non-Weighted Criteria**CRITERION: Risk**

Respondent	Comments
[REDACTED]	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
[REDACTED]	Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)
Sch 2.2(a)(ii)	No proposal submitted; not applicable.

6. Clarification

i If clarification is not sought, delete all text under this heading and insert "Not Used." See also Attachment 3.

- 6.1. Briefly describe all clarification sought during the assessment of Responses.
- 6.2. Refer to **Attachment 3 Clarification Q&A** for the clarification question(s) and Supplier response.

7. Final Scores

i After the evaluation process is complete, tally the score for each Supplier.

Rank	Respondent	Final Weighted Score	Price (GST inc.)	Risk Rating (Low/ Med/ Hi)
1		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)		
2		Sch 2.2(a)(xii) ; Sch 2.2(a)(xiii)		
3	Insert supplier's full name	Insert final score	Insert Total Price	Insert Risk Rating

8. Negotiations

i If negotiations are not required, delete all text under this heading and insert "Not Used."

8.1. Negotiations will be conducted on the following basis:

- a. The ET will seek to negotiate the quoted price/ deliverables/ timing etc, with a view to achieving a Purchase order.

9. Confidential Text

i The ET must identify and consider any confidential text requests submitted by a Supplier as set out in s35(1) of the Government Procurement Act 2001 (the Act),

Confidential Text requests may include, but not exclusively, the following:

Init pricing/ hourly rates

Information pertaining to specified personnel, and

Details concerning indemnity and liability provisions.

Any requests for confidential text will require approval from the Under Treasurer.

- 9.1. The recommended Supplier has advised **no** confidential text requirements apply.

10. Issuing Advice to Respondents

DTA Panel Only

- 10.1 The recommended Supplier(s) will be advised of its status by notification through the DTA Portal on submission of the draft agreement.
- 10.2 Unsuccessful Suppliers will be advised of the outcome of the RFQ process by notification through the DTA Portal, where the Supplier will be given the opportunity to request a debriefing regarding their Response.

11. ET Acknowledgement and Recommendation

- 11.1 The ET acknowledges it has conducted the evaluation of Responses in accordance with this Evaluation Plan and Report, the RFQ and the Territory's Procurement Framework.
- 11.2 The ET recommends the engagement of Novabridge ABN 48 626 971 668 at a total cost of \$ 197,120.00 Total GST Inclusive Price including all extension options, and seeks approval to:
 - a. enter into contract negotiations on the basis set out at **Section 8**, and
 - b. arrange debriefing of unsuccessful Suppliers.
 - c.

Evaluation Team:	
ET Chair: Jason Ammann, Director Design and Experience	Signature Refer to attachment 5 Date: 30/08/2022 <i>Or insert email endorsement at Attachment 5</i>
ET Member: Saideepika, Test Coordinator	Signature Refer to attachment 5 Date: 30/08/2022 <i>Or insert email endorsement at Attachment 5</i>
ET Member: Satish Rajesh, Director, ServiceNow and Oracle EBS Manager	Signature Refer to attachment 5 Date: 30/08/2022 <i>Or insert email endorsement at Attachment 5</i>

12. Delegate Approval

It is recommended that you provide a response to the associated email **Approving /Not Approving** this Evaluation Report (including the ET's recommendation). If approved, a Work Order/ Agreement and Purchase Order will be prepared for your agreement.

Delegate Name and Position	Signature Date:/...../.....
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