

From: [HERALD, Russell](#)
To: s47E(c), s47F
Cc: s47E(c), s47F
Subject: RE: RUSTY - review of procurement - MMA transition project CCEMS:03950000100 [SEC=OFFICIAL]
Date: Friday, 19 January 2024 10:43:39 AM
Attachments: [image004.png](#)
[image005.png](#)
[image001.png](#)

Hi s47E(c), s47F,

I have reviewed the Value for Money assessment and agree with the recommendation to enter into contract negotiation/commitment approval and contract with MMA.

Cheers,
Rusty

Russell Herald
Assistant Secretary

Home Support Operations Branch
 Home and Residential Division | Ageing and Aged Care Group
 Department of Health and Aged Care
 (W) 02 6289 s47E(c), s47F (M) s47E(c), s47F

Executive Assistant: s47E(c), s47F
 s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au) (W) 02 6289 s47E(c), s47F

From: s47E(c), s47F @health.gov.au>
Sent: Friday, 19 January 2024 10:38 AM
To: HERALD, Russell <Russell.Herald@health.gov.au>
Cc: s47E(c), s47F @health.gov.au>; s47E(c), s47F @Health.gov.au>; s47E(c), s47F @Health.gov.au>; s47E(c), s47F @Health.gov.au>
Subject: RUSTY - review of procurement - MMA transition project CCEMS:03950000100 [SEC=OFFICIAL]
Importance: High

Hey Rusty

PAS have advised we can get you to approve the value for money assessment and start contract negotiations.

Action:

Please approve Attachment C – Value for money assessment

Next steps

- Send Draft contract to MMA
- We will get s22 to help with the Expenditure information Template. PAS weren't happy with Attachment B.
- We will tidy up the track changes and comments in the CA
- Get the full pack to you ASAP
- Put it into SAP
- Execute the contract

From: Procurement Advice <s47E(d)@health.gov.au>
Sent: Friday, 19 January 2024 10:02 AM
To: s47E(c), s47F@health.gov.au; s47E(c), s47F@Health.gov.au; Procurement Advice <s47E(d)@health.gov.au>
Cc: s47E(c), s47F@health.gov.au; s47E(c), s47F@health.gov.au
Subject: RE: review of procurement - MMA transition project CCEMS:03950000100
 [SEC=OFFICIAL]
Importance: High

Dear s47E(c), s47F

Thanks for resubmitting your documents and incorporating all of the changes from the initial review.

I have reviewed the documents and have responded to the comments you left in the CA minute.

The only thing that is missing is the Expenditure Information template - I appreciate you sent me the email confirmation from your FBP but unfortunately that refers to overall budget amounts for 23/24 and 24/25 FY and not this specific contract. The Expenditure Information template also contains other information that we need to capture such as funding source and account codes.

Once you have obtained approval from the FBP on the appropriate template you are cleared to proceed.

Kind regards, s47E(c), s47F

Procurement Advisory Services

Financial Management Division | Corporate Operations Group
 Australian Government Department of Health and Aged Care
 T: 02 6289 s47E(d) | E: s47E(d)@health.gov.au
 GPO Box 9848, Canberra ACT 2601, Australia

The Department of Health and Aged Care acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to

land, sea and community. We pay our respects to them and their cultures, and to all Elders both past and present.

To ensure prompt responses, please address any replies to this inbox and not to personal inboxes.

----- Original Message -----

From: s47E(c), s47F [redacted] <[redacted]@health.gov.au>;
Received: Wed Jan 17 2024 12:45:54 GMT+1100 (Australian Eastern Daylight Time)
To: Procurement Advice s47E(d) [redacted] <[redacted]@health.gov.au>; s47E(c), s47F [redacted] <[redacted]@health.gov.au>; Procurement.Advice-Queue <[redacted]@health.gov.au>;
Cc: s47E(c), s47F [redacted] <[redacted]@health.gov.au>; s47E(c), s47F [redacted] <[redacted]@health.gov.au>;
Subject: RE: review of procurement - MMA transition project CCEMS:03950000100 [SEC=OFFICIAL]

Thanks for your help s47E(c)!

Can we have a quick 10min chat, I wonder if there is some confusion.

I've added some comments below

From: Procurement Advice <s47E(d) [redacted]@health.gov.au>
Sent: Wednesday, 17 January 2024 11:55 AM
To: s47E(c), s47F [redacted] <[redacted]@Health.gov.au>; Procurement Advice s47E(d) [redacted] <[redacted]@health.gov.au>
Cc: s47E(c), s47F [redacted] <[redacted]@health.gov.au>; s47E(c), s47F [redacted] <[redacted]@health.gov.au>; s47E(c), s47F [redacted] <[redacted]@health.gov.au>
Subject: RE: review of procurement - MMA transition project CCEMS:03950000100 [SEC=OFFICIAL]

Hi s47E(c), s47F [redacted]

There is a lot to work through on reviewing this pack and the PAS team have s47D [redacted]

s47D [redacted]

s47D

Kind regards, s47E(c), s47F

Procurement Advisory Services

Financial Management Division | Corporate Operations Group
Australian Government Department of Health and Aged Care
T: 02 6289 s47E(d) | E: s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au)
GPO Box 9848, Canberra ACT 2601, Australia

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----- Original Message -----

From: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au);
Received: Tue Jan 16 2024 14:56:11 GMT+1100 (Australian Eastern Daylight Time)
To: Procurement Advice <s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au)>;

Procurement.Advice-Queue <s47E(d) [REDACTED]@health.gov.au>;
Cc: s47E(c), s47F [REDACTED]@health.gov.au>; s47E(c), s47F [REDACTED]
 [REDACTED]@health.gov.au>; s47E(c), s47F [REDACTED]
 [REDACTED]@health.gov.au>;
Subject: RE: review of procurement - MMA transition project
 CCEMS:03950000100 [SEC=OFFICIAL]

Hi [REDACTED],

Thank you for your feedback.

s47D

Please see updated procurement pack for your review. Please let us know if you have any questions.

Regards,

s47E(c), s47F [REDACTED]

From: Procurement Advice <s47E(d) [REDACTED]@health.gov.au>

Sent: Monday, 15 January 2024 4:59 PM

To: s47E(c), s47F [REDACTED]@health.gov.au>; Procurement Advice
 <s47E(d) [REDACTED]@health.gov.au>

Cc: s47E(c), s47F [REDACTED]@health.gov.au>; s47E(c), s47F [REDACTED]
 [REDACTED]@health.gov.au>; s47E(c), s47F [REDACTED]@Health.gov.au>

Subject: RE: review of procurement - MMA transition project [SEC=OFFICIAL]
 CCEMS:03950000100

Hi [REDACTED],

Thanks for your time speaking with us last week. I have marked up changes and inserted some commentary off the back of our call that covers the everything we spoke about

You will need to work through the changes flagged in each document as well as the below specific issues

s47D

Once you have updated your documentation please resubmit to PAS for review

If you have any questions or need to discuss anything please get back in contact with the PAS team

Kind regards, [REDACTED]

Procurement Advisory Services

Financial Management Division | Corporate Operations Group
Australian Government Department of Health and Aged Care
T: 02 6289 [REDACTED] | E: [REDACTED]@health.gov.au
GPO Box 9848, Canberra ACT 2601, Australia

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To ensure prompt responses, please address any replies to this inbox and not to personal inboxes.

----- Original Message -----

From: [REDACTED]@health.gov.au>;
Received: Tue Jan 09 2024 11:18:12 GMT+1100 (Australian Eastern Daylight Time)
To: Procurement Advice <[REDACTED]@health.gov.au>;
Procurement.Advice-Queue <[REDACTED]@health.gov.au>;
Cc: [REDACTED]@health.gov.au>; [REDACTED]@health.gov.au>; [REDACTED]@health.gov.au>;
Subject: review of procurement - MMA transition project [SEC=OFFICIAL]

Good morning

Can you please review the attached procurement package for contracting Miles Morgan Australia for activities under Commonwealth Home Support Program Meals Future Fit work program. This is a bespoke short term transition project that is critical.

Thanks

[REDACTED]

[REDACTED]

Assistant Director
CHSP and Continence Policy Section

Home Support Operations Branch | Home and Residential Funding Division
Department of Health and Aged Care
p: (02) 6289 [REDACTED] | e: [REDACTED]@health.gov.au



Value for Money Assessment

This document describes the evaluation process used to determine value for money for procurements where one supplier has been approached for a quotation, or an unsolicited proposal has been received.

The findings and recommendations of the evaluation are recorded below.

Background

On 3 January 2024, the Department became aware of MMA's inability to continue providing intensive support at the Whitehorse Meals on Wheels (WMOW) site. As a result, the department approached Miles Morgan Australia (MMA), via phone, seeking a proposal to transition the Enterprise Resourcing Planning (ERP) software, operations, and support of Whitehorse pilot site to Newcastle Meals on Wheels (NMoW). A quotation was received on 4 January 2024 from MMA for consideration.

The process followed for this procurement has complied with the Commonwealth Procurement Rules and with the agency's internal requirements.

Previously, the department engaged MMA in 2021 to undertake a business transformation and technology modernisation project (Future Fit) with front-line Meals on Wheels providers who opted to participate. The governance arrangements and portfolio of work was revised on 29 September 2022, and included the development of Enterprise Resource Planning (ERP) software.

MMA worked with the state associations directly and built close working relationships with s47G [REDACTED], along with two Victorian test sites. They have done a thorough review of the MoW network, identifying challenges and opportunities to help build capability within individual services.

The new ERP is currently being piloted in Whitehorse through a standard CHSP grant agreement with Newcastle Meals on Wheels (NMoW).


The site is being heavily supported by MMA and will transfer the operations of the Whitehorse site to NMoW to prevent meal service disruptions. This assessment considers value for money to onboard MMA, and fully transition and operationalise the software and data processes to ensure services continue at the WMOW site.

Evaluation Team

s47E(c), s47F [REDACTED]

<i>Evaluation Scale</i>	
Very Good	The Offer satisfies the Selection Criterion to a very high standard and presents minimal or no risk to the Commonwealth and its claims are fully supported by the information provided.
Good	The Offer satisfies the Selection Criterion to a high standard and/or presents limited risk to the Commonwealth. The Respondent's claims, in the view of the Evaluation Committee (EC), are supported by the information provided.
Satisfactory	The Offer satisfies the Selection Criterion to a satisfactory degree and/or presents an acceptable level of risk to the Commonwealth. In the view of the EC, there are some minor deficiencies and shortcomings in the information provided.
Poor	The Offer barely satisfies the Selection Criterion and/or presents some degree of unacceptable risk to the Commonwealth. In the view of the EC, there are major deficiencies in the information provided.
Unsatisfactory	The Offer does not satisfy the Selection Criterion and/or presents an unacceptable level of risk to the Commonwealth.

Findings of the Evaluation

Evaluation Assessment	
Criteria	Supplier: Miles Morgan Australia (MMA)
Extent to which the supplier's offer met the Commonwealth's requirement set out in the RFQ	<p>Rating: Good</p> <p>MMA have indicated through their submission that they are able to provide services required by the Commonwealth.</p> <p>The supplier's offer adequately supports the timely transition of the relevant systems from NMoW by March 2024, while ensuring the below requirements are met:</p> <p>s47C</p> 
Supplier's capacity to provide the requirement.	<p>Rating: Good</p> <p>In 2021, the Department approached MMA to be involved in co-designing and delivering a meals pricing pilot under the CHSP. This builds on the work MMA have undertaken with the department in the context of Support at Home Reforms, including how to best deliver and report on meal delivery services within the in-home aged care system.</p> <p>MMA is best placed to deliver this service as they have been part of the business transformation and technology modernisation project since 2021 and hold deep knowledge of the ERP, its development roadmap and functionality. MMA have established strong working relationships with both WMoW and NMoW stakeholders. And as part of their previous engagement, they have demonstrated their ability to surge and deliver contracted activities in a very limited timeframes and up to the department's standards.</p>
Total costs to be incurred by the Commonwealth.	\$1,534,428.68 (GST Exclusive) / \$1,687,871.55 (GST Inclusive)
Overall i.e. Value for Money	<p>Rating: Good</p> <p>MMA will transition software and data within the ERP to NMoW for Whitehorse MoW currently operating as a pilot site. This must be completed expeditiously to limit any disruptions to Whitehorse meals service to older Australians in the area.</p> <p>Therefore, Value for money is achieved on the basis that:</p>

	<ul style="list-style-type: none"> • MMA developed and manages the ERP, and has existing software expertise and system knowledge to onboard NMoW to support Whitehorse to continue as a pilot site. • MMA is the only party that can undertake this transition component of the project.
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Additional Comments

The transition project serves as a bridge between existing systems and new system, facilitating a seamless transfer of financial and operational procedures to NMoW staff and volunteers. These services are vital for the wellbeing of the clients/older Australians in the region, as any disruptions could have adverse impacts to their health, wellbeing and overall quality of life.

Moreover, the pilot site is a critical component of Future Fit which may support the establishment of a

Among other sites, the WMoW pilot site will investigate whether a meal output can be better defined to drive improved choice and control. This investigation will cover how to incentivise suitable meal choices, while respecting the dignity of clients, within the current block grant funding arrangements. This is a critical step to ensure sector viability when CHSP transitions to the new Support at Home Program in 2027.

Recommendation

The evaluation team recommends the Department proceed to commitment approval and contract with MMA to transition software and data within the ERP to NMoW for the Whitehorse pilot site.

The value of this transition project is \$1,534,428.68 (GST Exclusive) / \$1,687,871.55 (GST Inclusive).

Approval to proceed

The delegate must provide email approval of the recommendation to enter into contract negotiation / commitment approval and contract with MMA.

The contract **must not** be signed until the delegate has approved the commitment approval in SAP.

