To: s47E(c), s47F Director, Quality Strategy Section, Aged Care Quality and Regulatory Reform Branch, Aged Care Reform Taskforce

Procurement Plan Agreement and Approval to Approach the Market

Subject: Procurement of Business Analyst Services

RECOMMENDATIONS:

That you:

1. **CONFIRM** that uncommitted funding is available to an estimated value of $65,000 GST inclusive for the requirement detailed in the attached Procurement Plan.

CONFIRMED / PLEASE DISCUSS

2. **APPROVE** the approach to the market in accordance with the Procurement Plan.

APPROVED / NOT APPROVED / PLEASE DISCUSS

s47E(c), s47F

Director
Aged Care Quality and Regulatory Reform Branch
Aged Care Reform Taskforce

6 / 4 / 18

Key Points:

i. Approval to enter into the arrangement will be sought following evaluation of responses.
ii. The Procurement Plan demonstrates the proposed procurement's alignment with the *Commonwealth Procurement Rules, January 2018.*
iii. This procurement will be conducted in accordance with the deed for Panel (SON2501421).
iv. The process followed meets the requirements of the Indigenous Procurement Policy.

Contact Officer:
s47E(c), s47F Assistant Director, Aged Care Quality and Regulatory Reform Branch/Aged Care Reform Taskforce, s47E(c), s47F

PROCUREMENT PLAN

Procurement of Business Analyst Services –

1. PROCUREMENT AIM AND JUSTIFICATION

Background

The National Aged Care Quality Indicator (QI) Program IT system has been operational since 1 January 2016. It is hosted on the My Aged Care Provider Portal platform. Participating aged care providers enter their QI data through the Provider Portal on a quarterly basis.

Requirements

Due to competing priorities for the My Aged Care platform, the QI IT system has not received the ongoing maintenance that is required to sustain a fully functional system. Therefore the system has frequent technical issues and outages that are impacting on participation rates for the QI Program.

Preliminary findings from a recent consumer-led consultation on indicators of quality and quality assurance systems has suggested that the aged care sector is keen to see the QI Program expanded to include both additional quality of care indicators along with the introduction of a consumer experience and quality of life measures.

To address deficiencies of the current regulatory program and ensure the QI Program IT system has capacity for an increase in participation along with any potential additional QIs, it is recommended that an assessment of the system is undertaken. This would include a review of the technical issues that have been faced and project planning for any future expansion. This bid is seeking funding to contract a Business Analyst to undertake the review of the QI IT system.

Currently the Quality Strategy Section staff manually enters QI data for the Victorian Government Public sector residential aged care services (PSRACS). There has always been an intention to automate this process. The Business Analyst will also be required to develop a costing and implementation plan to establish the interface for transfer of QI data into the CASPER system which hosts the My Aged Care Provider Portal data.

Procurement Approach

Apis Group supports the My Aged Care platform through the provision of program management, business design and operational support. The method of procurement is a direct source to Apis as a member of the Department of Human Services Information and Communication Technology Services Panel. Approaching a single provider from a Commonwealth Panel is compliant with the Commonwealth Procurement Rules. The justification for direct source is:

- The extensive corporate knowledge Apis has developed about the My Aged Care platform and the aged care portfolio since 2012-13;
- Stability of the Apis Senior Management Team;
- Established relationships with key internal and external stakeholders; and
- Demonstration of their capacity and capability to deliver program requirements and objectives in a timely manner.

Value for money – consideration of pricing relative to market rates and the total cost relative to the allocated budget and risk.
Value for money has been established through the consolidation of arrangements for the My Aged Care platform across the Aged Care Group. The estimated hourly rate for Business Analyst Services is s45 [redacted] which is on par with the market rate for consultants of this category.

Efficient/Effective
While a direct source approach doesn't support market competition, this procurement supports the efficient, effective use of resources as the complexity of the My Aged Care system requires a thorough understanding of the platform to undertake this project. Apis have demonstrated extensive knowledge of the system which will reduce the risk of failing to deliver the objectives. To engage a new provider at this time would jeopardise the project timeframes.

By following the process embedded in the Commonwealth Contracting Suite (CCS), this procurement will be compliant with the requirements of the *Commonwealth Procurement Rules, January 2018* (CPRs).

2. ESTIMATED PROCUREMENT TIMETABLE

Distribution of RFQ to Selected Panel Members:	06 April 2018
Closing Date for Responses:	13 April 2018
Response Evaluation Completed:	18 April 2018
Contract Start Date:	30 April 2018
Contract End Date:	29 June 2018

3. DETAILED ESTIMATE OF COSTS

The estimated expenditure for the initial contract term is $65,000 inclusive of GST. The proposed contract does not include options, extensions or renewals. The expenditure is proposed as follows:

Financial Year	Amount
2017-18	$65,000
Total Estimated Expected Maximum Value	**$65,000**

Any expenditure will be funded from:
Cost Centre Name: ACPS - Other
Cost Centre Code: s47E(d) [redacted]

4. INDIGENOUS PROCUREMENT POLICY

The Indigenous Procurement Policy (IPP) provides Indigenous Australians with more opportunities to participate in the economy. The policy is intended to significantly increase the Commonwealth's rate of purchasing from Indigenous enterprises by giving Indigenous SMEs greater access to the most relevant Commonwealth contract opportunities.

The IPP includes a mandatory set-aside that gives Indigenous SMEs the chance to demonstrate value for money first, before the procuring officer makes a general approach to the market. This mandatory set-aside applies to all Remote Procurements and all other domestic procurements where the estimated value of the procurement is from $80,000 to $200,000 (GST inclusive), excluding procurements to which paragraph 2.6 and 10.3 of the CPRs apply, procurements through a Whole-of-Government arrangement or departmental panel arrangement that is specified as an exclusive purchasing agreement, and procurements where the purchase is made using an exemption to Appendix A of the CPRs.

Non-corporate Commonwealth entities that are required to comply with the Commonwealth Procurement Rules **must** comply with the Indigenous Procurement Policy.

In accordance with the Indigenous Procurement Policy, Indigenous Business Direct was searched and no Indigenous Supplier(s) potentially available to provide the requirement, were identified. See attached printout of database search conducted on 26/03/2018.

5. PROCUREMENT METHOD

As the estimated maximum value of the procurement is below the relevant procurement threshold of $80,000 GST inclusive for non-corporate Commonwealth entities, it will be conducted as a limited approach to market consistent with the *Commonwealth Procurement Rules, January 2018* (CPRs).
The following supplier(s) will be approached:

Supplier Name
Apis Group

The Services will be procured through an existing panel – Panel Name/SON ID: SON2501421.

If no suitable responses are received, this Procurement Plan will be reassessed and an alternative process will be considered.

6. STAKEHOLDER CONSULTATION

The My Aged Care contract management team have been consulted regarding on-boarding a new Business Analyst and the scope of work to be undertaken for the QI Program. Department of Health IT Business Group have not been consulted as the My Aged Care platform is separate from Departmental IT infrastructure.

7. RISK ENGAGEMENT

No outstanding or potential issues or risks requiring mitigation have been identified at this time. Risks will continue to be monitored and reported as appropriate.

8. DOCUMENT DISTRIBUTION AND RECEIPT

Documentation will be handled in line with the requirements of panel arrangement.

9. EVALUATION TEAM

The Evaluation Team will review responses to determine the best value for money outcome for the Commonwealth. The CCS Commonwealth ATM Terms clause A.B.12 (Evaluation) states the criteria for evaluation will encompass the:

i. extent to which the Potential Supplier's Response meets the Customer's requirement set out in the ATM;

ii. Potential Supplier's proven capacity to provide the requirement; and
iii. total costs to be incurred by the Customer.

The Evaluation Team possess the necessary mix of technical/subject matter skills to effectively assess the submission. An evaluation report will be provided to the appropriate delegate.

The proposed Evaluation Team is as follows:

Name	Position Title	Division/Company	Role
s47E(c), s47F	Departmental Officer	Aged Care Quality and Regulatory Reform Branch/Aged Care Reform Taskforce	Subject Matter Expert
s47E(c), s47F	Assistant Director	Aged Care Quality and Regulatory Reform Branch/Aged Care Reform Taskforce	Chairperson

10. CONTACT OFFICER

Date Completed	Contact Name	Position Title	Division/Branch	Contact Phone
27/03/2018	s47E(c), s47F	Assistant Director	Aged Care Quality and Regulatory Reform Branch/Aged Care Reform Taskforce	s47E(c), s47F

Administered accruals 2017-18 (company code 2000)

Branch/Section:

Accrual Reference Number	Vendor Name	Vendor Number (if known)	Purchase Order #	General Ledger (GL) Account	Invoice Total / Accrual Amount (GST exclusive)	Description of accrual	Cost Centre	Internal Order # (if applicable)	Goods/Services received (Y/N)	Contact Name & Number
A1	Apis Group Pty Limited	124326	4500 127395	s47E(d)	s47(1)(b)	Business Analyst Services NQIP Program	s47E(d)	ANATQUALINPR	Y	s47E(c), s47F
A2										
A3										
A4										
A5										
A6										
A7										
A8										
A9										
A10										
A11										
A12										
A13										
A14										
A15										
A16										
	TOTAL				s47(1)(b)					

NOTE: Work must be completed prior to 30 June 2018 for an accrual to be processed - supporting documentation must be provided for each accrual amount

Examples of supporting documentation

- Copy of invoice (draft is fine)
- Copy of quote with date that work was completed, including value of work, signed/verified by a departmental employee
- Contract extract with milestone details (and associated workings) and dates that work was completed, including value of work, signed/verified by a departmental employee. Only the relevant pages of the contract (including the cover page) need to be provided here.
- For contractors and/or consultants, time worked and cost per hour calculations (e.g. cost per hour x hours worked), signed/verified by a departmental employee.
- Notification from vendor of amount owed (email etc.)
- Verification of work completed from vendor (include calculations

SAP Expenditure Management

Approval in Principle Display Screen

General Information

Registration Number	1000074937
Approval In Principle Number/Status	2000004043 Approved
* Proposal Type	Procurement
* Source of Funds	Health Administered
* Purpose	Business Analyst Services - QI Program
* Managing Division	AGED CARE
File Number	E18-34674

Clearance details | Approver details

Procurement Information

* Is this proposal for consultancy services? No

Beyond Forward Estimates Approval

Beyond Forward Estimates approval (if required) and Commitment approval, must be obtained prior to contract/agreement execution. To display Beyond Forward Estimates approval instructions and procedures, click on this link.

* Is Beyond Forward Estimates approval required? No

Even if Beyond Forward Estimates approval is not now required, it may have been required and/or provided previously.

* Has Beyond Forward Estimates Approval been provided? No

Expenditure Information

Total Proposed Expenditure (Incl GST): 65,000.00 **Proposed Expenditure Extends to Financial Year:** 2017-18

*Cost Center	Description	*Financial Year	*Estimated Cost (excl GST)	GST Applies	Estimated Cost (incl GST)
s47E(d)	03-03-B1 - Bill 1 Prog Grp 3.3	2017-18	59,090.91	Yes	65,000.00

Additional Lin... Delete Line

Delegation

Select any of the delegation categories that apply to this proposal by entering the total proposed amount for each category.

	Amount (incl GST)		Amount (incl GST)
Departmental		**Administered**	65,000.00
Special		**Consultancy**	
Hospitality		**IT Capital**	
PPE Capital		**Property Lease**	
Domestic Travel		**Overseas Travel**	

Total Proposed Delegation Amount (incl GST) 65,000.00

PAS Advice

Have you sought PAS advice in developing this proposal and any attachments? Yes

Please attach your PAS supported Procurement Plan

* Is this proposal and any attachments consistent with the PAS advice given? Yes

Attachments

Attach the Beyond Forward Estimates Approval, the PAS supported procurement plan and any other relevant supporting documents. Attachments This request has 2 attachments

Cancel

SAP Expenditure Management

Commitment APPROVAL Display Screen

General Information

Registration Number	1000074937
Approval In Principle Number/Status	2000004043 Approved
COMMITMENT Document Number / Status	6000084803 Approved (Approver details)
COMMITMENT APPROVAL Request Type	Request COMMITMENT Approval on-line
* Proposal Type	Procurement
* Source of Funds	Health Administered
* Purpose	Business Analyst Services - QI Program
* Managing Division	AGED CARE
File Number	E18-34674

Procurement Information

* Is this proposal for consultancy services? No

Beyond Forward Estimates Approval

Beyond Forward Estimates approval (if required) and Commitment approval, must be obtained prior to contract/agreement execution. To display Beyond Forward Estimates approval instructions and procedures, click on this link.

* Is Beyond Forward Estimates approval required? No

Even if Beyond Forward Estimates approval is not now required, it may have been required and/or provided previously.

* Has Beyond Forward Estimates Approval been provided? No

Expenditure Information

* Do you want to finalise the commitment? No | Update Com...

Total Expenditure Requested: 65,000.00 **Expenditure Extends to Financial Year:** 2017-18

Vendor Number	Vendor Name	Final Delivery Date	Total Cost (excl GST)	GST applies	Total Cost (incl GST)	Active
124326	APIS Group Pty Limited	29.06.2018	59,090.91	Y	65,000.00	Y

Maintain Expenditure Information

Vendor Detail

Cost Centre	Description	Financial Year	Cost (excl GST)	GST applies	Cost (incl GST)
s47E(d)	06-04-B1 - Bill 1 Prog Grp 6.4	2017-18	59,090.91	Y	65,000.00

Delegation

Allocate the total expenditure into the following delegation categories.

	Amount (incl GST)		Amount (incl GST)
Departmental		**Administered**	65,000.00
Special		**Consultancy**	
Hospitality		**IT Capital**	
PPE Capital		**Property Lease**	
Domestic Travel		**Overseas Travel**	

Total Delegation Amount (incl GST) 65,000.00

PAS Advice

* **Have you sought PAS advice in developing this proposal and any attachments?** Yes

Please attach your PAS supported Procurement Plan

* **Is this proposal and any attachments consistent with the PAS advice given?** Yes

Attachments

Attach the Beyond Forward Estimates Approval, the PAS supported procurement plan and any other relevant supporting documents. Attachments This request has 2 attachments

Cancel

SAP Expenditure Management

:ontract Registration

General Information

Registration Number	1000074937		
Approval In Principle / Status	2000004043	Approved	
COMMITMENT Document Number / Status	6000084803	Approved	
Contract Registration Number / Status	4500127395	Closed	Confirmer De...
Proposal Type	Procurement		
Source of Funds	Health Administered		
Purpose (internal Use)	Business Analyst Services - QI Program		
* Is this for Consultancy Services?	No		
* Is this proposal for Contracted Labour Hire?		Select 'No' for Placement/Finders Fees, Recruitment Services or Scribes	
* Managing Division	AGED CARE		
File Number	E18-34674		

Beyond Forward Estimates Approval

Beyond Forward Estimates approval (if required) and commitment approval, must be obtained prior to Contract/Agreement execution. To display Beyond Forward Estimates approval instructions and procedures, click on this link.

* Is Beyond Forward Estimates approval required?	No

Even if Beyond Forward Estimates approval is not now required, it may have been required and/or provided previously.

* Has Beyond Forward Estimates Approval been provided?	No

Contract Information

* What is the total value of the Contract or Agreement (including GST)?	s45	
Remaining Funds(incl Gst)	s47E(d)	
* Is this an external Memorandum of Agreement?	No	
If you would like, enter a reference number for tracking the Contract / Agreement		
* What is/was the work commencement date?	30.04.2018	
* Contract Signed Date	20.04.2018	
* Does the Contract or Agreement specify an end date?	Yes	
* What is the specified end date?	29.06.2018	
Contract Completion Date	29.06.2018	
* Contract Execution Date	20.04.2018	
* Who executed the Contract?	LAFFAA	Amy LAFFAN
Contracted Vendor/Name	124326	APIS Group Pty Limited
If a different vendor will be invoicing for the services, please enter the Invoicing Vendor(otherwise leave blank)		

Additional Details

* Does the contract contain any option for extension?	Yes
* Does the contract contain a clause to allow ANAO access? Contact PAS on 6289 5924 if the answer is No.	Yes

* Does the contract contain provision for Indexation? No

Additional information

Contact Information

* Departmental Contract Manager?	AA0034 s47E(c), s47F	Delivery Address
Vendor Contact	s47F	
Vendor's Contact Phone Number	s47F	

Financial Information

Total Contract value including GST (as entered in Contract Information above)	63,873.92
* Terms of Payment	Z030 - within 30 days Due net

Goods (including Fixed Assets) Additional lines Clear Line Copy Line Invoice Planning Item History

Item	Del.	Category	Material	Short Text	Cost Center	GL Account	Internal Order	Project	Asset	Quantity	Unit Price (incl GST)	Value	Remaining Funds(incl GST)	Tax	Delivery Date	Item Text	Inv. Plan
The table does not contain any data																	

Services Additional lines Clear Line Copy Line Invoice Planning Item History

Item	Del.	Category	Material	Service	Short Text	Cost Center	GL Account	Internal Order	Project	Hours	Hourly Rate	Value (incl GST)	Remaining Funds(incl GST)	Tax	Delivery Date	Item Text	Inv. Plan
00...		01	OT-25...		Busines...	s47E(d)	5200001200	ANATQUALI...		0.000	0.00	s45	s47E(d)	P1	29.06.2018		

Confirmation

Attachments

Attach the Beyond Forward Estimates Approval, the PAS supported procurement plan and any other relevant supporting documents. Attachments This request has 1 attachments

Cancel

Apis

GOVERNMENT BUSINESS SPECIALISTS

TOGETHER, WE DELIVER

Department of Health

Apis Response – provision of Business Analyst services on National Aged Care Quality Indicator Program

Submitted by: Apis Group Pty Ltd

Contact: s47F

procurement@apisgroup.com.au

Closing Date: 13 April 2018

Contents

1 STANDARD FORM OF QUOTATION

Quotation	
Apis Group Pty Ltd submits a Quotation in accordance with the Deed entered into between the Department and the Vendor dated 01 September 2014 to supply the Services specified in RFQ no. (TBA). The Vendor confirms that the terms and conditions specified in the Terms and Conditions of Contract and the Department's RFQ will apply in the event that this Quotation is accepted by the Department. This Quotation will remain valid for a period of 30 days from the date of submission. The Vendor acknowledges that no binding contract (express or otherwise) is created between the Department and the Vendor until the parties execute a Work Order.	
Date and RFQ no.	13 April 2018, RFQ No. 2000004043
Vendor account manager	s47F Director
Specified Personnel	s47F
Personnel Category (skill set)	The project requires Business Analyst services with the following skill set. Significant experience in: ▪ business process modelling; ▪ developing complex business requirements and supporting documentation from engagement with business representatives; ▪ developing and executing detailed plans including scoping, resourcing and scheduling; ▪ managing internal stakeholders to ensure program objectives are achieved as scheduled; and ▪ providing guidance and assistance to the National Aged Care Quality Indicator Program on matters relating to the QI IT solution.
Subcontractors	Not Applicable.
Reduced activity period	All public holidays
Business Hours	Between 7.00am to 7.00pm on a business day
Vendors must provide the information set out below for EACH CANDIDATE/SPECIFIED PERSONNEL offered under this Quotation:	
Name of candidate/Specified Personnel	s47F
Responses to selection criteria specified in the RFQ	See Section 3 – Selection Criteria
Fee structure	See Section 4 – Pricing

Curriculum Vitae	See **Section 7** – Specified Personnel CV
Referees	See **Section 6** – Referees
Other requirements	The specified personnel must be covered by the Workers Compensation in the relevant States or Territory. *ATM [Mandatory Security Clause – National Criminal History Check]* Any proposed Specified Personnel must be able to produce to the relevant contract manager from the Department of Health, prior to finalising any contract for services or work order, an AFP National Police Certificate which is no greater than 3 months old. If any disclosable outcomes are mentioned in the certificate, the Department may delay proceeding with the procurement until an assessment can be conducted. The successful candidate will supply the above mentioned services onsite at the Department's offices (Woden ACT). See **Attachment A** – AFP National Police Certificate

2 ABOUT APIS

Apis specialises in the business of government. Our primary purpose is to assist public service leaders in the effective delivery of government business but we pride ourselves on bringing a lot more to the relationship.

2.1 Who we are

Apis is a Canberra-based professional services firm offering specialists across strategic transformation planning, programme and project management, business analysis and design, delivery management, user research and complex procurement. We are a firm of over 100 professional consultants known for shaping, solving and delivering major initiatives together with our government clients.

We build long-term relationships with our clients and trade primarily through our reputation and direct referral. We have, and continue to deliver outcomes on active contracts ranging from $5000 to over $5M in fees, with teams of professional staff ranging from 2 to more than 25 professionals. We have the capacity and the capability to deliver on the current assignment.

More than 95% of our work over the past 15 years has been with federal government departments. Since our foundation, we have been appointed to more than 50 panels, representing over 58 departments and statutory bodies. We have a significant track record spanning numerous sectors, including central agencies, human services, social services, health, environment, agriculture, and border security, among others.

Our service lines are summarised in Figure 1 below.

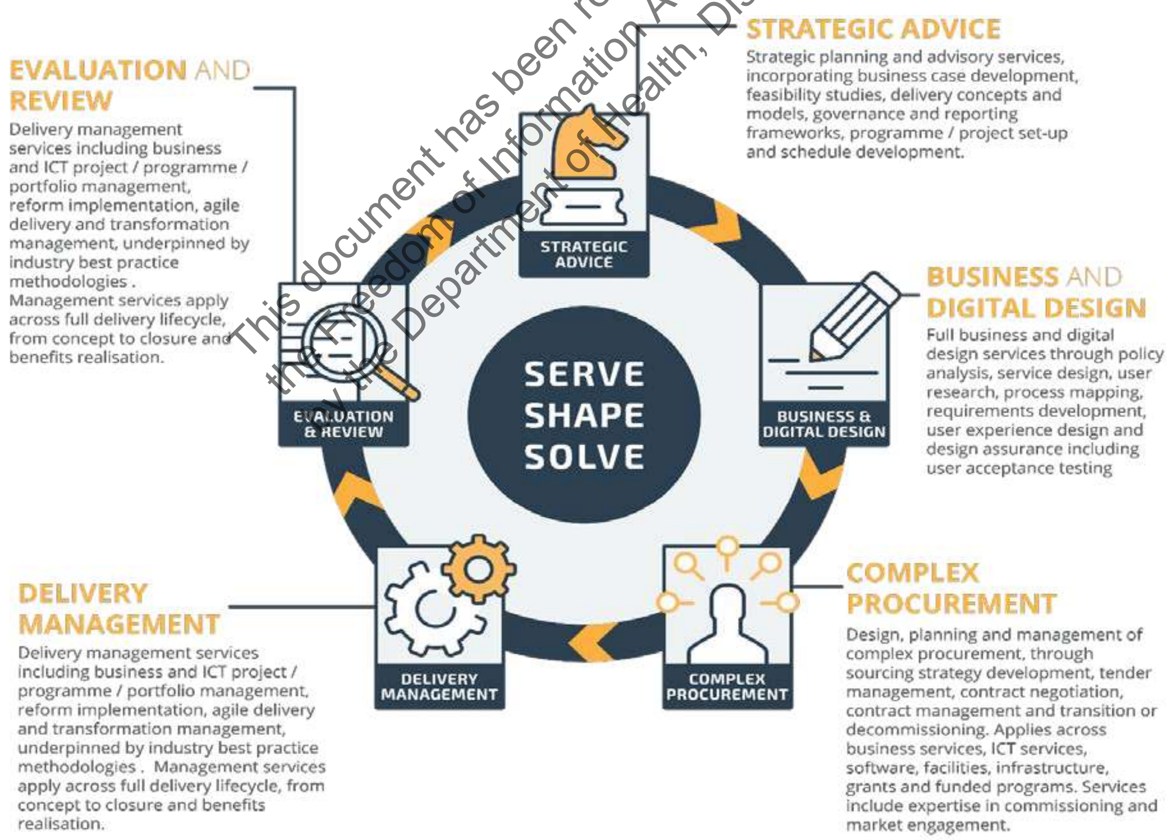

Figure 1 – Apis Services

2.2 How we add value

We are not a traditional provider of personnel "inputs". Our differentiator lies in our approach to delivery: hands-on, accountable, operating in blended teams, agile and adaptable.

Our delivery model centres on building a partnership with our clients. We use and adopt existing tools and methodologies used by our clients and compliment these with our custom methodologies and tools.

- We operate "above the line" providing advice and services directly to government, unencumbered by commercial relationships with system integrators or software vendors. This allows us to act at all times in the best interests of our government clients.
- We work in blended teams. We work best when we are onsite, embedded in our client's teams, working together towards real outcomes. Our clients find this a more sustainable solution as it increases the opportunity for skills transfer.
- We have hands on leaders. Our leadership model is based on the partners and owners of the business being onsite in key delivery roles for our clients. Over the past three years, the partners have achieved more than 60% utilisation in billing roles for clients, a remarkably high ratio relative to large consulting firms in similar delivery roles.
- We have a permanent employee model. Our consultants are engaged on a permanent basis with the company. This is relatively unique for a company of our size in the Canberra market. Many similarly sized firms are heavily reliant on sub-contractors, thereby reducing their ability to influence productivity and quality.

2.3 How we work

Our client engagement procedures and protocols are well established and highly regarded by our clients. They include the following explicit mechanisms:

- **Regular feedback loops** – we establish and manage both informal and formal meetings and dialogue with our clients at multiple levels within the organisation. These meetings help to track and manage progress, provide a forum for receiving direction, and equally for offering solutions and ideas;
- **We provide regular status reporting** – clients understand the status and progress of our work in term of tasks complete, tasks in progress, tracking against schedule, tracking against budget, risks and issues. Our reporting style is simple, dashboard style, graphically presented and designed for rapid review;
- **We adapt** – we recognise the day to day pressures facing Departmental executives. Limited executive access does not prevent us from progressing work. Our staff are selected, in part, on their maturity and "can-do" work ethic and ability to adapt in an environment of changing roles and responsibilities;
- **We learn from each other and our clients** – we run regular Apis networking sessions designed to propagate learnings across agency sites. Client staff frequently benefit from this approach; and
- **Account Management** – we take a life cycle approach to account management. This reflects our responsibilities across the full journey of delivery with our clients.

2.4 Quality Management

Our quality objective is to mitigate delivery risk for both our clients and us. Our approach to quality is formalised in the Apis Quality Framework. Through our Quality Framework we deliver against the following objectives:

- Client centric – deliver products and services that meet the needs and expectations of our Clients and their stakeholders.
- Objective – deliver opinions and advice that are traceable to objective, present a coherent argument, appropriately structured, apply if-then logic, and separate fact from interpretation.
- Fit for purpose – deliver products and services that conform to best practice and industry standards. Our people are industry rated specialists and recognised by professional bodies.
- Leverage knowledge – deliver products and services that benefit from our shared corporate knowledge. We learn from each other and our Clients through our Knowledge Repository (central storage of our corporate knowledge, tool, techniques, and templates) and regular training sessions.

It supports our people to produce consistent quality outcomes that maintain and enhance our reputation for delivering services and solutions to our clients. It is client focused and takes regard of your specific needs, timeframes and preferred method of delivery.

Our Quality Framework applied to all tasks and activities, from simple tasks such as sending an email through to managing our role on major programs of work. It is applied iteratively throughout the development of a product or service, not just at the end. The basis of the Framework is peer review and our extensive Knowledge Repository.

All of our people have a role to play in our Quality Framework.

- **Partners** – accountable for our corporate quality outcomes. They apply the Framework to their own work, undertake major Client reviews, perform assignment health checks, authorise our tenders and proposals, lead from the front, and propagate our quality culture.
- **Client Leads** – accountable for delivering quality outcomes onsite. They establish Client expectations, undertake product reviews, approve deliverables, lead and support, and propagate the culture.
- **Client team members** – accountable for their own work. They must apply the framework at all times, seek peer review, submit work to Client Leads for approval, and seek partner input and Client engagement.
- **Administrative team** – accountable for our internal activity. They support our Client Teams, administer our corporate processes, and support our Client's queries.

Our approach to quality is measured on the basis of the following performance standards:

	Standard	Measure
Delivery	▪ Activities delivered on budget ▪ Activities delivered on time ▪ Activities comply with all relevant standards and guidelines ▪ Activities deliver the stated outcome	▪ As defined in the activity specific plan or program plan ▪ Status reporting
Engagement	▪ Achieved agreed engagement objectives ▪ Communication clear, accurate and consistent ▪ Activities conducted appropriately and professionally ▪ Managed stakeholder expectations and issues ▪ Developed and maintained key relationships ▪ Personnel are flexible and adaptable in taking on urgent and priority tasks at short notice	▪ Documented outcomes ▪ Formal and informal feedback
Advice	▪ Advice that addresses the stated questions / problems ▪ Advice that is thorough ▪ Advice that is consistent ▪ Advice that accounts for the relevant frameworks and guidelines ▪ Advice that accounts for latest trends and developments ▪ Advice that documents risks	▪ Documented feedback
Documentation	▪ Accuracy of information provided ▪ Clarity of information provided ▪ Relevance of information provided	▪ Formal and informal feedback ▪ Outcomes from governance reviews ▪ Clearance processes in the client sits

3 SELECTION CRITERIA

3.1 Essential Criteria

Broad and appropriate experience and skills of nominated personnel.

s47F is an engaging and pragmatic technical Senior Business and Systems Analyst with over 10 years' experience encompassing requirements elicitation, process definition, functional design and information system implementations.

s47F

Previous performance by nominated personnel on recent comparable projects, indicating the nominee's dependability and quality of work.

s47F

3.2 Weighted Criteria

Understanding the requirement – evidence that the statement of requirement has been properly understood and considered.

Apis is familiar with the National Aged Care Quality Indicator (QI) Program IT system and recognises that it has been operational since 1 January 2016. As you are aware Apis previously provided business analyst support through 2015/16, primarily managing the requirements management, requirements gathering, transition into service and the bedding down of the new IT system.

As outlined in the RFQ, Apis recognises the Department is seeking that the BA deliver on a substantive work program which includes identifying and resolving current QI system issues; reporting on the ability to increase capacity across the QI system and to work with program areas and IT to undertake the relevant transition activities; progress data improvements currently on hold; update operational support materials (FAQs, scripts, SOPs); and undertake resource costing estimates for a QI IT system for Home Care.

We have proposed s47F [redacted] for this role as s47F has extensive experience as a BA in supporting and driving improvements in existing ICT solutions. In addition s47F is an excellent stakeholder manager and will be adept at working closely with business and ICT stakeholders.

Through its current role in Aged Care Business Design, including supporting the Front Door request process and engagement with IT, Apis is will ensure that s47F is supported with appropriate guidance, templates and contacts. In addition through s47F [redacted], Apis has staff supporting the work of the Taskforce on a daily basis.

Capacity and Capability – capacity to deliver the work in the timeframes specified.

s47F [redacted]

Apis confirms s47F is available to commence from 30 April 2018 to progress the work program identified in the RFQ. s47F [redacted]

Value for Money Determination – consideration of pricing relative to market rates and the total pricing relative to our allocated budget.

Our fees are outlined in Section 4 - Pricing for the services and deliverables outlined in the request for tender documentation. We provide:

- ✓ Highly competitive rates consistent with our panel offerings to government clients (and consistent with the Senior BA rate used for My Aged Care).
- ✓ Full time capability, with our specified personnel available full time for the duration of the project ensuring high continuity of knowledge.

4 PRICING

4.1 Fee Structure

We propose to offer s47F [redacted] services on a time and materials basis as outlined below:

Resource	Daily Rate (ex GST)	GST	Daily Rate (GST incl)	Days Effort	Total Rate (GST incl)
s47F [redacted]	s45 [redacted]				

4.2 Assumptions

Our pricing is based on the following assumptions:

- Our day rate is calculated on 8 hours.
- We have not factored any interstate travel. If required, we will invoices this separately on a reimbursable basis at non-SES rates.
- The Department is able to provide all required system and building access needs and desk space shortly after commencement.
- Stakeholders are available for consultation and co-development of products as required.
- We assume that the **Department** can make key extant documentation available.

5 CONFLICT OF INTEREST

We are pleased to confirm:

- There are no known or perceived conflicts of interest that would impact our ability to undertake this work. Should any arise during the performance of the requested services, we undertake to advise the Department in writing of all actual or perceived conflicts of interest, so as to agree next steps.

With respect to having a process for explicitly identifying and managing conflicts of interest, we propose the following:

- In the event a potential conflict of interest (actual or perceived) arose during the course of providing our services, we would contact the Department within 24 hours of such an event or occurrence arising, to discuss and resolve the matter.
- Where a conflict of interest matter arises in relation to Apis, Speedwell employees, we will, with your consent, replace or substitute resources with those of an equivalent standard or capability.

6 REFEREES

Referee 1

Contact Name	S47F
Contact Telephone Number	
Email address	

Referee 2

Contact Name	S47F
Contact Telephone Number	
Email address	

Version 1.1 – 15 Feb 2018

Indigenous Procurement Policy (IPP) Checklist

Section 1 - Application of the IPP

Is the procurement valued over $7.5m and the majority of the value falls within one of the following industry categories? Yes ☐ No ☒

- Building, construction and maintenance services
- Transportation, storage and mail services
- Education and training services
- Industrial cleaning services
- Farming and fishing and forestry and wildlife contracting services
- Editorial and design and graphic and fine art services
- Travel and food and lodging and entertainment services
- Politics and civic affairs services

If yes, Contact Procurement Advisory Services for further guidance

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Is the procurement valued at $200,000 or less? Yes ☒ No ☐

If yes, you **must** search Indigenous Business Direct unless an exemption from Section 2 applies.

Will the majority (by value) of the goods/services be delivered in a Remote area? Yes ☐ No ☒

See map or listing of post codes (excel) to check if the location is in classed as a remote area.

If yes, you **must** search Indigenous Business Direct unless an exemption from Section 2 applies.

If you answered "No" to all of the Section 1 questions your procurement is not subject to the IPP. Do not complete the remainder of this checklist.

If you answered "Yes" to any of the Section 1 questions your procurement may be subject to the IPP – complete Section 2.

Section 2- Exemptions to the IPP

The procurement meets Commonwealth Procurement Rules (CPRs) conditions:

2.6: "necessary for the maintenance or restoration of international peace and security, to protect human health, for the protection of essential security interests, or to protect national treasures of artistic, historic or archaeological value". Yes ☐ No ☒

or

10.3 (Conditions for limited tender) If yes, enter the paragraph number (e.g: 10.3.a.i) Yes ☒ No ☐

10.3.d.iii

or

Appendix A – Exemptions from Division 2 Yes ☐ No ☒

If yes, enter Appendix A paragraph number that applies.

Para: XX

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or

The procurement will be undertaken using a mandatory WoG arrangement Yes ☐ No ☒

Panel name or Legal Service MUL:

If you answered "Yes" to any of the Section 2 questions your procurement is not subject to the IPP. Do not complete the remainder of this checklist.

If you answered "No" to all of the Section 2 questions your procurement is subject to the IPP and you must search Indigenous Business Direct for a suitable supplier.

Section 3 - Search Results

Have you searched Indigenous Business Direct (Supply Nation register)? Yes ☐ No ☐

Have you obtained quotes from potential Indigenous suppliers? Yes ☐ No ☐

Have you selected an Indigenous supplier that represents value for money? Yes ☐ No ☐

If yes, conduct your procurement through that supplier. If no, select a reason below:

- Potential suppliers could not be identified through Indigenous Business Direct ☐
- No response to RFQ ☐
- Suppliers lack capability/capacity ☐
- Suppliers do not represent value for money ☐

This checklist must be saved to your TRIM Digital Record and attached to your SAP procurement record.

Australian Government
Department of Health

Procurement Risk Profile

This template must be used to determine the risk profile in the early stages of your procurement planning.

Why assess procurement risk?

Procurement effort should be proportionate to the risk profile of the procurement. As the risk increases, the procurement process and documentation demands greater rigor and level of detail.

Information on how to use the Risk Register is available on the Risk Management page.

Additional information including examples of procurement risk can be accessed via Risk in Procurement.

Risk Factor Ratings

The **overall risk profile** is the **rating with the most checks.** In case of a tie, select the highest rating.

STEP 1: Complete Risk Profile

Note: If a risk is assessed as **medium or high,** you must evaluate if the level of risk is acceptable or not. Unacceptable risks require the development of risk treatments, and Step 2 **must also** be completed.

Completed by:	s47E(c), s47F [redacted]
Delegate:	[redacted]

Risk Factor	Risk Rating			Is the risk Acceptable? *(Do you accept the risk at this level?)* *(For Medium and High risk only)*	
Impact	**L**	**M**	**H**	**Yes**	**No**
Potential for negative impact on the reputation of the organisation or government	☑	☐	☐	☐	☐
Potential for negative impact on the capability of the organisation	☑	☐	☐	☐	☐
Potential for poor supplier performance	☑	☐	☐	☐	☐
Potentially difficult to find replacement goods/ services	☑	☐	☐	☐	☐
Complexity					
Potential for delivery of goods/ services that do not meet the requirements	☑	☐	☐	☐	☐
Potential for procurement process errors	☑	☐	☐	☐	☐
Overall costs					
Potential for increase in procurement costs	☑	☐	☐	☐	☐
Overall Risk Profile	☑	☐	☐		

Risk Profile Assessment Date: [Insert Date]

If the **overall risk profile** is **medium or high**, the delegate must be informed and the Risk Register – Assessment and Treatment must be completed.

STEP 2: Complete Risk Treatment

The Risk *(What can happen?) A risk description may be written as either: Failure to…… OR……. An ineffective (XXX) leads to (XXX) resulting in (XXX).*	**Consequence (Impact)** *(What would be the consequence/impact on the department, division or project if it does happen?)*	**Risk Treatment** *(What remedies currently exist? What is being developed to reduce the chance of the risk happening or the impact if it does?)*
Unable to source appropriately skilled Business Analyst	The QI System will continue to perform poorly and this will continue to impact on take-up of the program. The QI System will not be ready/have capacity should mandatory QI Program go ahead.	Basing the statement of requirement on previous successful procurements of Business Analyst services. Direct source from panelist that has extensive experience in the My Aged Care platform which hosts the QI IT System.
Additional Comments: **N/A**		

Note: The completed Risk Profile must be saved with your procurement documentation and attached with the procurement plan to your Approval in Principle in SAP.

Minute

To: s47E(c), s47F
Director
Quality Strategy Section
Aged Care Quality and Regulatory Reform Branch

From: s47E(c), s47F
Assistant Director
Quality Strategy Section

s47E(c), s47F

Date: 16 April 2018

Subject: **Quotation Evaluation Report for Business Analyst Resources**

Purpose

To seek your approval:

1. of the Evaluation Panel's recommendation to accept the quotation from Apis Group for Business Analysts services; and
2. to send the Work Order (**Attachment B**) to Apis Group for signature.

Background

The National Aged Care Quality Indicator Program (QI Program) IT system has been operational since 1 January 2016. It is hosted on the My Aged Care Provider Portal platform. Participating aged care providers enter their QI data through the Provider Portal on a quarterly basis.

Due to competing priorities for the My Aged Care platform, the QI IT system has not received the ongoing maintenance that is required to sustain a fully functional system. Therefore the system has frequent technical issues and outages that are impacting on participation rates for the QI Program.

On 6 April 2016 you approved the Procurement Plan and Request for Quotation (RFQ) (**Attachment C**) to seek quotations for Business Analyst services to complete a review of the existing technical issues and undertake future project planning.

The Business Analyst will also be required to develop a costing and implementation plan to establish the interface for transfer of QI data into the CASPER system which hosts the My Aged Care Provider Portal data.

Apis Group was approached on 6 April 2018 by email which included the approved RFQ. The attached quotation was received (**Attachment A**).

The process followed for this procurement has complied with Division 1 of the *Commonwealth Procurement Rules* for procurements. The number of potential suppliers approached complies with the Procurement Policy.

Evaluation Methodology

The Evaluation Panel consisted of s47E(c), s47F [redacted] and s47E(c), s47F [redacted], Departmental Officers, Quality Strategy Section.

Although the services offered by the selected vendor are commensurate with the services required for this project, Division 1 of the Commonwealth Procurement Rules requires quotations to be fully assessed, with the request, and represent value for money.

The quotation was evaluated against the following criteria:

a. Understanding the requirement – evidence that the statement of services has been properly understood and considered.

   - Apis Group has extensive corporate knowledge of the aged care reform agenda through their work on the My Aged Care project. Apis Group has previously worked on the implementation of the QI IT solution and the business process modelling requirements for the program in 2015 and 2016. The Business Analyst candidate that Apis Group has proposed is s47F [redacted]
   - s47F [redacted] has over a decade of experience as Senior Business and Systems Analyst in supporting and driving improvements in existing ICT solutions. In addition, s47F [redacted] CV indicates experience in stakeholder engagement and workshop facilitation and s47F [redacted] will be adept at working closely with business and ICT stakeholders.

b. Capacity and capability – capacity to deliver the work in the timeframes specified, and a brief project plan.

   - s47F [redacted] is suitably qualified and experience includes; Business Analysis and Solution Modelling, Business Process Mapping and Re-engineering, Business Requirements definition and elicitation.
   - Apis confirms s47F [redacted] is available to commence from 30 April 2018 to progress the work program identified in the RFQ. s47F [redacted] s47F
   - Through its current role in Aged Care Business Design, including supporting the Front Door request process and engagement with IT, Apis is will ensure that s47F [redacted] is supported with appropriate guidance, templates and contacts. In addition through s47F [redacted] s47F Apis has staff supporting the work of the Taskforce on a daily basis.

c. Value for money – consideration of pricing relative to market rates and the total cost relative to the allocated budget and risk.

   - Value for money has been established through the consolidation of arrangements for the My Aged Care platform across the Aged Care Group. The hourly rate quoted for Business Analyst Services is s45 [redacted] which is commensurate with the market rate for consultants of this category.

The Evaluation Panel noted that Apis group have proposed a candidate that has appropriate qualifications and considerable experience on projects similar to the requirements we have specified for the QI Program.

s47F [redacted] has been rated acceptable based on qualifications and experience and being able to fulfil the functions as a full-time resource.

Evaluation Findings and Rating

The offer was assessed and found to be compliant with the request. The Evaluation Panel rated the submission as 'good' in that the offer satisfies the Selection Criterion to a high standard and presents limited risk to the Commonwealth. Apis Group has offered the services of a Senior Business Analyst who has significant delivery experience. The Respondent's claims, in the view of the Evaluation Panel, are supported by the information provided, including the CV.

Cost

The total estimated cost for the project is up to $65,000.00 (GST inclusive). This is based on the following estimate for the Business Analyst:

Role	Daily rate (GST exclusive)	Hours	Days	Total (GST inclusive)
Senior BA	s45 [redacted]			

Supplier Selection

In the Evaluation Panel's assessment is that Apis Group have provided an offer that is acceptable in terms of both quality and price.

Evaluation Panel Recommendation

The Evaluation Panel recommends that Apis Group be contracted for up to $65,000 (GST inclusive) to provide Business Analyst services that will include:

- Identify and resolve current QI system issues;
- Review and provide a detailed report on the QI system capacity for potential increase (i.e. if number of indicators is increased, and if extended to home and community care).
- Review and report on readiness for activating additional QI fields.
- Progress QI IT and data work currently 'on hold' e.g. developing options, costing and drafting a front door request for automating Victorian data entry.
- Liaise with internal and external stakeholders such as the My Aged Care program area and Call centre and the Information Management Technology Group in DSS in order to establish a detailed Transition Plan for supporting the QI IT solution for a potential rapid increase in participation.
- Review and update business process models, FAQs and scripts that support the ongoing operational management of the QI IT solution if the program were to have increased participation.
- Develop workload estimates and establish a resource plan for the QI IT solution if mandatory participation were to proceed. This may include a staged approach.
- Identify and report on any other requirements to enhance the QI Program.
- Develop detailed costings for building a QI IT solution for home care.
- Provide assistance for the business continuity of the QI IT system.

This decision is based on the Evaluation Panel's assessment that the offer from Apis Group represents a value for money outcome for the Department.

s47E(c), s47F [redacted]

Evaluation Panel Chair

Date: 16 April 2018

s47E(c), s47F [redacted]

Subject Matter Expert (SME)
Evaluation Panel Member
Date: 16 April 2018

Recommendations

That you:

R1: approve the Evaluation Panel's recommendation to accept the quotation from Apis Group.
R2: approve the Work Order for Apis Group.

s47E(c), s47F

Director
Quality Strategy Section

18 April 2018

R1: APPROVED/ Please discuss

R2: APPROVED/ Please discuss

Attachment A: Quotation from Apis Group
Attachment B: Work Order Apis Group
Attachment C: Copy of Procurement Plan and Request for Quotation

Work Order

Work Order number – 6000084803
Apis Group has offered under clause 5.1 of the Deed specified at item 1 below to provide the Services to the Department. The Department accepts this offer on the terms and conditions set out in the Deed and in this Work Order and issues this Work Order in accordance with clause 5.4 of the Deed. Subject to clause 5.6 of the Deed, if there is an inconsistency between this Work Order and any other provisions of the Deed, the Deed will prevail to the extent of any inconsistency.

Vendor	Apis Group Pty Ltd
Department Representative (clause 1.1)	s47E(c), s47F Phone: (02 s47E(c), s47F Mobile: s47E(c), s47F s47E(c), s47F @health.gov.au
Vendor Representative (clause 1.1)	s47F Phone: (02) s47F Mobile: s47F s47F @apisgroup.com.au

Item number	Description	Terms and Conditions of Contract clause reference	Details
1.	**Deed No. and description**	1.1	Deed number: 11/1000006268 (6000 1791) 1 December 2012, ICT Contractor - DHS
2.	**Services Start Date**	1.1 and 2.1	30 April 2018
3.	**Initial Contract Period**	1.1 and 2.1	30 April 2018 to 29 June 2018
4.	**Contract Option Period**	2.2	The Department, at its sole discretion and by providing the supplier with written notice prior to the completions date, extend the contract by 6 months (additional contact period).
5.	**Purpose of Services**	4.2 (e)	The Department's requires Business Analyst services to complete a review of the National Aged Care Quality Indicator Program (QI Program) IT solution and undertake project planning for any future expansion for both residential aged care and home care.
6.	**Services**	1.1 and 4	The key responsibilities of the Business Analyst will include: • Identify and resolve current QI system issues;

Item number	Description	Terms and Conditions of Contract clause reference	Details
			• Review and provide a detailed report on the QI system capacity for potential increase (i.e. if number of indicators is increased, and if extended to home and community care). • Review and report on readiness for activating additional QI fields. • Progress QI IT and data work currently 'on hold' e.g. developing options, costing and drafting a front door request for automating Victorian data entry. • Liaise with internal and external stakeholders such as the My Aged Care program area and Call centre and the Information Management Technology Group in DSS in order to establish a detailed Transition Plan for supporting the QI IT solution for a potential rapid increase in participation. • Review and update business process models, FAQs and scripts that support the ongoing operational management of the QI IT solution if the program were to have increased participation. • Develop workload estimates and establish a resource plan for the QI IT solution if mandatory participation were to proceed. This may include a staged approach. • Identify and report on any other requirements to enhance the QI Program. • Develop detailed costings for building a QI IT solution for home care. • Provide assistance for the business continuity of the QI IT system.
7.	**Reduced activity period**	**a.**	National and ACT Public Holidays and Department of Health shutdown periods
8.	**Business Hours**	1.1	Between the hours of 7.00am and 7.00pm on business days
9.	**Department requirements**	4.1 (g)	As required by line manager
10.	**Documentation**	5	Not applicable
11.	**Training**	6	Not applicable
12.	**Performance meetings**	9.1	Not applicable
13.	**Reporting**	9.2	• Minutes from project meetings • Weekly updates to quality indicators

Item number	Description	Terms and Conditions of Contract clause reference	Details
			project team • Additional reports/documentation to support the delivery of activities as specified in Item 6. Services.
14.	Personnel Category/ Specified Personnel	1.1 and 11	**Name**: s47F **Personnel Category**: Senior Business Analyst
15.	Replacing Specified Personnel	11.6	☐ Clause 11.6 applies **Name and Personnel Category of Specified Personnel:** Senior Business Analyst 30 April 2018 to 29 June 2018
16.	Subcontractors	4.6	Not applicable
17.	Department Material	1.1 and 12	• All previously developed reports and /or documentation produced to support the implementation of the QI Program including, but not limited to: • Detailed Business Requirements; • Wireframes; • Transition Plan; • Business process models, FAQs and scripts; and • Training and support materials, reference and user guides.
18.	Department Pre-existing Material	1.1 and 13	• As specified in Item 17. Departmental Material
19.	Vendor Pre-existing Material	1.1 and 13	Not applicable
20.	Intellectual Property Rights – ownership of Contract Material	13.3	The Department owns the Intellectual Property Rights in Contract Material unless Vendor ownership of Intellectual Property Rights in Contract Material (clause 13.5) is selected below. ☐ Clause 13.5 (Vendor ownership of Intellectual Property Rights in Contract Material) is to apply.
21.	Payment – Service Charges	15.9	As set out in Attachment A to the Work Order.