

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2010-2011**

Agency - Fair Work Ombudsman

DEEWR Question No.EW0763_11

Senator Abetz provided in writing.

Question

BEARING POINT PTY LTD TO CONDUCT MARKET RESEARCH

Has FWO contracted Bearing Point Pty Ltd to conduct market research for the FWO?
a. If so, what was the brief given to this company; b. What questions are customers being asked; c. Which customers have been identified to participate in this research; d. What is the cost of this market research?

Answer

The Fair Work Ombudsman has provided the following response

The Fair Work Ombudsman has not engaged BearingPoint Pty Ltd to conduct market research of customers. However, the Fair Work Ombudsman has engaged BearingPoint to assist with a market test in order to procure a new service provider contract for Information and Communications Technology (ICT) systems used by the agency's contact centre.

The Telephony Refresh Project aims to update the telecommunications solution in use by the contact centre through an open and fair market test for telephony services for the Fair Work Info Line.

The scope of the project includes: call routing and interactive voice response, call recording, outbound dialler, historical and real time reporting and workforce planning for all channels within the Fair Work Info Line.

These channels incorporate inbound and outbound calls as well as the written channels of email (incorporating faxes and white mail delivered by email) and web chat. The scope also includes system integration for 'screen pops' off the relevant Infra/Nexus system concurrent with inbound call arrival and between the work force planning solution and payroll.

The maximum value of this contract is \$72,250 +GST. To date, \$34,100 has been spent and the contract continues until 30 June 2011.