

**Senate Finance and Public Administration Legislation Committee**

**ADDITIONAL ESTIMATES – 9 FEBRUARY 2010  
ANSWER TO QUESTION ON NOTICE**

**Human Services Portfolio**

**Topic:** Consultancies

**Question reference number:** HS42

**Senator:** BARNETT

**Type of question:** Written

**Date set by the committee for the return of answer:** 26 March 2010

**Number of pages:** 1

**Question:**

- a) How many consultancies have been undertaken or are underway since November 2007? Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Please also include total value for all consultancies.
- b) How many consultancies are planned for this calendar year?
- c) Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

**Answer:**

- a) There were 40 consultancy contracts entered into since 1 November 2007. A full list of these and the requested information is at Attachment A.
- b) The Department of Human Services has not identified a requirement for any consultancies for the remainder of this calendar year in its Annual Procurement Plan. In many instances the need for consultancies does not become apparent until specific issues arise and the new financial year's budgets are released. While no consultancies have been identified at this time, it is likely that some will be required over the course of the calendar year.
- c) Not applicable.

DHS

Year	No.	Name of Consultant	Subject Matter	Start Date	End Date	Total Value (GST Inc)	Procurement Method
01-06	1	David Richmond Consulting Pty Ltd	Review of the Decision Making and Quality Assurance	03/09/2009	04/12/2009	\$160,000.00	Direct Source
	2	SMS Consulting Group Ltd	Establishment of program management function	21/12/2009	26/02/2010	\$36,300.00	Open Source
	3	The Boston Consulting Group Pty Ltd	Business plan for Service Delivery Reform	07/07/2009	11/09/2009	\$1,093,400.00	Open Source
06-08	4	Accenture Australia Holdings Pty Ltd	Development of Key Performance Indicators at Portfolio level	22/05/2009	30/06/2009	\$375,650.00	Open source
	5	Deloitte Touche Tohmatsu	Post-implementation review of BasisCard	11/11/2008	31/12/2008	\$100,000.00	Open Source
	6	Deloitte Touche Tohmatsu	Provide internal branding strategy analysis	18/05/2009	31/07/2009	\$155,000.00	Open source
	7	IBM Australia Ltd	Provide Phased Report and recommendation, business requirements and indicative costs to improve Self Service Facilities both on-site and off-site	19/05/2009	30/06/2009	\$343,304.50	Open Source
	8	Interiors Australia Pty. Ltd	Development of a report that outlines the office design guidelines	06/04/2009	30/06/2009	\$52,800.00	Open Source
	9	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	08/09/2008	28/02/2009	\$110,000.00	Open Source
	10	Tarcus Pty Ltd	Provision of Quality Assurance Services ad part of CSA Infrastructure Disengagement in respect of Adverse Impacts re TIP	10/11/2008	13/02/2009	\$74,800.00	Open Source
	11	The Nous Group Pty Ltd	Review of Complaints Resolution processes in CSA National Service Delivery	02/12/2008	30/06/2009	\$47,230.00	Open Source
	12	The Nous Group Pty Ltd	Review of Complaints Resolution processes in CSA National Service Delivery	02/12/2008	30/06/2009	\$48,425.00	Open Source
	13	The Value Creation Group Pty Ltd	Provide a strategic planning activity that involves structured engagement of stakeholders to deliver an ICT Strategic Plan	04/05/2009	30/06/2009	\$79,442.00	Open Source

	Transaction Resources Pty Ltd	Payments advisory services for an industry sensitivity analysis	16/06/2009	30/06/2009	\$22,000.00	Direct Source
14	Transaction Resources Pty Ltd	Payments advisory services for an industry sensitivity analysis	16/06/2009	30/06/2009	\$22,000.00	Direct Source
15	Transaction Resources Pty Ltd	Analysis and advice re electronic benefits transfer (EBT) framework and issues	07/01/2009	16/02/2009	\$79,000.00	Direct Source
16	Transaction Resources Pty Ltd	Income management card pricing model advice	05/09/2008	09/09/2008	\$26,400.00	Direct Source
17	Visual Jazz Pty Ltd	Internal branding strategy analysis	27/05/2009	30/06/2009	\$13,750.00	Direct Source
18	KPMG	Business Continuity Development Project	11/12/2007	30/06/2008	\$262,500.00	Open Source
19	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	12/11/2007	30/04/2008	\$275,000.00	Open Source
20	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	01/05/2008	30/06/2008	\$88,000.00	Open Source
21	Transaction Resources Pty Ltd	Feasibility study for income management solutions	03/01/2008	14/01/2008	\$77,000.00	Direct Source
22	Yellow Edge Pty Ltd	Re-engineer CSA Human Resource Functions and Services	21/12/2007	31/03/2008	\$20,000.00	Open Source
07-08						

## CRS Australia

Year	No.	Name of Consultant	Subject Matter	Start Date	End Date	Total Value (GST Inc)	Procurement Method
	23	LKA Group	Provision of staff grievance and code of conduct investigative services for CRS Australia	22/02/2010	19/03/2010	\$30,000.00	Select Source
	24	LKA Group	Provision of staff grievance and code of conduct investigative services for CRS Australia	22/02/2010	22/03/2010	\$20,000.00	Select Source
09-10	25	NCS International Pty Ltd	Certification services to assess CRS Australia against the Disability Service Standards	01/07/2009	30/06/2012	\$333,600.00	Select Source
	26	Quality Management Solutions P/L	Provision of staff grievance and code of conduct investigative services for CRS Australia	27/08/2009	28/09/2009	\$44,103.00	Select Source
	27	Quality Management Solutions P/L	Provision of staff grievance and code of conduct investigative services for CRS Australia	03/08/2009	04/09/2009	\$34,340.00	Select Source

28	Julie Baker-Smith and Associates	Provision of staff grievance and code of conduct investigative services for CRS Australia	30/07/2008	18/12/2008	\$11,395.00	Direct Source
29	Market Solutions Pty Ltd	Provision of Market Research Services	04/06/2008	15/09/2010	\$54,620.00	Open Tender
30	Instinct & Reason Pty Ltd	Provision of Market Research Services	04/06/2008	15/09/2010	\$11,000.00	Open tender
31	Ernst & Young	Audit of CRS Australia's Intellectual Property	02/02/2006	30/11/2010	\$22,000.00	Open tender
31	LKA Group Pty Ltd	Provision of staff grievance and code of conduct investigative services for CRS Australia	16/11/2009	01/11/2010	\$12,980.00	Direct Source
32	The Key Group	Provision of an Energy Audit	10/07/2007	31/10/2007	\$12,500.00	Direct Source
33	Heaney Blaylock and Associates Pty Ltd trading as HBA Consulting	Review of CRS Australia's Certified Agreement	28/09/2007	27/03/2009	\$30,000.00	Direct Source
34	Evolution Research	Provision of Wage Assessment Training Consultancy Services	01/07/2007	30/06/2008	\$41,549.00	Direct Source
35	Heaney Blaylock and Associates Pty Ltd trading as HBA Consulting	Provision of staff grievance and code of conduct investigative services for CRS Australia	02/11/2007	01/11/2010	\$52,500.00	Select Source
36	Quality Management Solutions P/L	Provision of Staff Grievance and Code of Conduct investigate services	02/11/2007	01/11/2010	\$52,500.00	Select Source
37	Oakton AA Services Pty Ltd (formerly Acumen Alliance Investments Pty Ltd)	Provision of financial statement consulting services	25/03/08	24/03/09	\$65,000.00	Open Source
38	IFocus P/L	Provision of a review of CRS Australia's External Website	12/11/2007	15/03/2008	\$72,255.00	Select source
39	International Survey Research P/L	Provision of an internal employee staff survey	07/01/2008	30/11/2010	\$110,000.00	Direct Source
40	Solved at McConchie Pty Ltd	Provision of advice to the records management team regards best practice	28/05/08	30/11/09	\$20,000.00	Direct Source
60-80						
80-70						

**Total (November 2007 to February 2010):**

**\$4,570,343.50**