

**Senate Finance and Public Administration Legislation Committee  
—Budget Estimates Hearing—May 2013**

**Answers to Questions on Notice**

**Parliamentary departments, Department of Parliamentary Services**

Topic: **Contract for Review of Visitor Experience in PH**

Question: **102**

Hansard Reference **p41, 27 May 2013**

**Date set by the committee for the return of answer: 12 July 2013**

**Senator RONALDSON:** I was told this morning that you had prepared this tender and that no-one in Visitor Services was aware of the tender until it appeared on AusTender. Is that right?

**Ms Mills:** I cannot comment on that. I did not prepare the tender. The tender was done through the acting assistant secretary for that area and the head of our procurement branch. I would have to take on notice the timing of their notification to staff.

**Answer**

Department of Parliamentary Services (DPS) staff were advised on a number of occasions—as early as August 2012—that a review of Visitor Services would be conducted to increase visitor numbers and improve the visitor experience.

The Visitor Experience review was publicly listed as a potential procurement in the Annual Procurement Plan on the AusTender website on 24 December 2012. It was released on AusTender on 17 January 2013. The Acting Assistant Secretary, Building Services Branch (the branch with responsibility for Visitor Services at the time of the tender) advised Visitor Services staff that the tender had been formally released the following week.