

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(12) Output: Internal Product

Senator Patterson asked:

DIMA recently announced a shortlist of IT Companies following a market test of capabilities of companies submitting EOI responses for IT support for the Department e.g. service desk, desktop support and remote access.

- (a) How was this shortlist determined?
- (b) What process was used in the market test of capabilities?
- (c) Was this process undertaken by the Department and, if so, describe this process and who was involved in the decision.
- (d) If this process was outsourced was it outsourced to TPI and/or was TPI engaged as an advisor to assist the Dept with the evaluation of possible tenderers and the shortlisting process?

Answer:

- (a) The process to select a service provider for desktop support, secure gateway and service desk services is an open multi-stage process.

The first stage was the fully open Request for Expression of Interest (REOI).

The REOI was released to the market on 25 November 2005. The closing date for responses was 20 January 2006.

The responses to the REOI were evaluated using the evaluation criteria outlined in the REOI documentation.

The responses to the REOI were evaluated by an Evaluation Team comprising departmental officers. The Evaluation Team recommended the shortlisted companies and reported its findings through DIMA's governance committees.

The shortlisted companies were then invited to participate in the next stage of the process – the select Request for Tender (RFT).

- (b) The capabilities of the market were tested by evaluating the tenderers' responses to the fully open REOI stage of the process.

(c) Yes, the process was undertaken by the Department. The evaluation was conducted by departmental officers. The evaluation report was considered by the appropriate DIMA governance committees prior to the delegate's decision. The committees involved were the IT Sourcing Steering Committee and the Systems Committee. In addition, the Department's Legal Division reviewed the process and outcomes prior to the delegate's consideration. The delegate is DIMA's Secretary.

(d) The process was not outsourced but TPI was engaged as a sourcing advisor. TPI was not part of the Evaluation Team.