



Australian Government
Department of Finance

Request for Expressions of Interest

For the provision of

Solution advice and costing for a Parliamentary Expenses Management System (PEMS)

FIN/xxx/17/EoI

All queries regarding this Request for Expressions of Interest should be directed to:

Contact officer: Shirley Douglas

Contact address: AusPEMS@finance.gov.au

SUBMISSION CLOSING TIME: 2:00pm Canberra local time on 15 September 2017

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Request for Expressions of Interest (EOI)

Solution advice and costing for a Parliamentary Expenses Management System (PEMS)

1. EOI

1.1 The Commonwealth of Australia represented by the Department of Finance – Ministerial and Parliamentary Services Division (M&PS) (Finance), in conjunction with the Independent Parliamentary Expenses Authority (IPEA) is releasing this EOI to the market in order to seek submissions from organisations with the capacity and capability to provide a PEMS solution.

1.2 The objective of the system will be to facilitate a fit-for-purpose online, integrated and agile ICT system to “support the administration, audit and reporting of work expenses for Parliamentarians and their staff”.

1.3 The Software as a Service (SaaS) system hosted in the cloud will:

- deliver client centric services
- provide self-service capabilities
- improve administration efficiency and effectiveness
- reduce manual processing
- be out of the box (OOTB)
- facilitate improved reporting to assist parliamentarians to better manage and monitor expenses
- increase transparency of parliamentary expenses to provide visibility and assurance to the public
- provide agility in enabling ICT to cater for future changes
- provide value for money.

1.4 A statement of the PEMS requirements is included in **Attachment C**.

1.5 Submissions should specify the Indicative Price (which includes all costs, fees, allowances, reimbursable expenses and pricing assumptions) for providing the Services in accordance with the Statement of Requirement.

All Prices should:

- be quoted in Australian dollars;
- clearly identify any GST payable;
- indicate the total amount of GST (if any) identified in each price; and
- indicate the GST exclusive price.

The Respondent should include in its Submission details of any assumptions or other caveats on which its Submission is based, and any effect of the assumptions or other caveats on the Indicative Price, as well as information or events required to remove caveats.

- 1.6 This outcomes of this EOI evaluation will inform the second pass business case.

2. Submission Closing Time

- 2.1 Submissions must be lodged no later than 2:00pm AEDT on 15 September 2017. (Submission Closing Time).
- 2.2 The Submission Closing Time, at the absolute discretion of Finance, may be extended by notice on AusTender.

3. EOI Process

- 3.1 The EOI process will be governed by the terms and conditions in Attachment D. Interested parties must satisfy the Conditions for Participation in Attachment A and Minimum Content and Format requirements in Attachment B.
- 3.2 Interested parties are encouraged to provide the information sought by this EOI as briefly and succinctly as possible.

4. Distribution of Expressions of Interest Documentation

- 4.1 Finance will distribute the Request for Expressions of Interest documents electronically via AusTender and via a blog. For information refer to Clause 37 AusTender, the Australian Government Tender System.

5. Timing

The proposed timetable is:

Activity	Indicative Timing
Release draft EOI for Industry comment	11 August 2017
Industry Briefing	11 August 2017
Release final EOI	21 August 2017
EOI Submission Closes	15 September 2017

- 5.1 If any conflict exists between the Submission Closing time listed in this table and the Submission Closing time listed for such activity in a subsequent notification by Finance, the date listed in the subsequent notification will prevail. This timetable is indicative only and not all activities are listed. Finance may change these dates at its sole discretion but shall notify any change to the Submission closing time on AusTender by issuing an Addendum.

6. Point of Contact

- 6.1 The only point of contact for all matters concerning this EOI is the Contact Officer, PEMS (**Contact Officer**).
- 6.2 All enquiries for information should be addressed to the Contact Officer at:
Email: AusPEMS@finance.gov.au

7. Request for Clarification or Further Information by Interested Parties

- 7.1 Interested parties may seek clarification of the meaning of the content of this EOI from the Contact Officer up until 5 Business Days before Submission Closing Time. All enquiries must be in writing except those raised in an EOI briefing (if any) held between Finance and Interested Parties.
- 7.2 Finance will deal with any requests for clarification in accordance with this **clause 7**.
- 7.3 Finance reserve the right not to respond to queries, comments or questions which Finance consider are unreasonable, including if there is insufficient time to respond before the Submission Closing Time. Finance reserves the right to forward details of questions asked and/or Finance's response, if any, to all Interested Parties without identifying which party has asked the question.

8. Complaints Procedure

- 8.1 If you wish to lodge a complaint at any stage please contact the Contact Officer, referred to in clause 6. Complaints will be escalated where necessary and will be handled in line with Finance's complaint handling procedures.

9. Finance's Discretion

- 9.1 Finance have discretion in respect of any matter in this EOI however that discretion will not be exercised in a manner that is unfair, unreasonable or inconsistent with the Commonwealth Procurement Rules (CPRs).

10. Requests for Information on the Status and Progress of the EOI Process

- 10.1 Finance will not accept or respond to requests for information on the status and progress of this EOI process.

11. Addenda

- 11.1 Finance may, at its absolute discretion, issue addenda to this EOI. In the event that Finance elect to issue addenda to this EOI, such addenda will be notified on AusTender. All conditions of this EOI will apply to addenda unless amended in the addenda.
- 11.2 Interested Parties who have registered and downloaded the EOI documentation will be notified by AusTender via email of any addenda issuance. It is in the interest of interested parties to ensure they have correctly recorded their contact details prior to downloading EOI documentation. If interested parties have not recorded their details correctly, they should amend their details and download the EOI documentation again.
- 11.3 Interested parties are required to log in to AusTender and collect addenda as notified.
- 11.4 The Commonwealth will accept no responsibility if an interested party fails to become aware of any addendum notice which would have been apparent from a visit to the AusTender page for this EOI.
- 11.5 If an interested party has obtained EOI documentation other than from AusTender, they must visit AusTender, register as a user and download the documentation for this EOI.
- 11.6 Where addenda to this EOI are issued, Finance may extend the Submission Closing Time in accordance with clause 2.2 of this EOI to allow interested parties to modify or resubmit Submissions.

12. Lodgement

- 12.1 Submissions should be attached to a completed Cover Sheet for Submission as appears at Attachment F (Cover Sheet for Submission) and must be lodged electronically, via AusTender, at <https://www.tenders.gov.au> before the Submission Closing Time and in accordance with the lodgement procedures described in this EOI and on the AusTender website. Where there is any inconsistency between the Submission lodgement procedures set out on AusTender and those set out in this EOI, this EOI will prevail.

12.2 Finance accept no responsibility for Submissions after the Submission Closing Time or by any method other than those described in clause 12.

13. Interested parties Acknowledgment

13.1 Each interested party submits its Submission on the basis that it acknowledges and agrees that:

- a) it has examined this EOI and any documents referred in this EOI, and any other information made available in writing by Finance to Interested parties for the purposes of submitting a Submission;
- b) it has read, taken appropriate advice on and fully understood this EOI and its requirements;
- c) it has sought and examined all further information which is obtainable by making reasonable enquiries relevant to the risks, contingencies and other circumstances having effect on its Submission;
- d) in lodging its Submission, it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of Finance, its officers, employees, agents or advisers other than any statement, warranty or representation contained in this EOI;
- e) it did not use the improper assistance of Finance or employees or ex-employees or contractors or ex-contractors, or information unlawfully obtained from Finance in compiling its Submission;
- f) it does and will comply with all conditions set out in this EOI;
- g) Finance relies on the information provided by the Interested party in the evaluation of the Submission;
- h) it has satisfied itself as to the correctness and sufficiency of its Submission; and
- i) it is responsible for all costs and expenses related to:
 - the preparation and lodgement of its Submission;
 - any subsequent negotiation; and
 - any other action including any dispute or response in relation to this EOI.

13.2 Finance is not responsible for any costs or expenses incurred by an Interested party or any other person in responding to or taking any other action in relation to this EOI process, including this EOI, even if Finance exercise or fail to exercise any of their rights under this EOI.

14. Background

14.1 In late 2015, the Government decided that improvements to the entitlements system were required to better support Parliamentarians and meet public expectations. Specifically, it was identified that "a simple, effective and clear system to set and monitor

Parliamentarians expenses is needed to: support Parliamentarians and their employees in their work and allow them to operate inside the rules, enable administrators to provide an efficient and effective service, and assure the public this is happening."

- 14.2 In February 2016, an Independent Parliamentary Entitlements System Review made 36 recommendations aimed at simplifying the framework for parliamentary work expenses. In March 2016, the Minister for Finance announced support for all 36 of the Review's recommendations in principle.
- 14.3 This EOI is in response to Recommendation 30 Information technology - integrated digital system, which recommended that Finance urgently develop a business case for a fit-for-purpose, integrated online work expenses system.
- 14.4 The first-pass business case was approved in February 2017. Finance commenced development of the second pass business case in May 2017 in order to identify and cost options for an integrated solution that supports the administration, audit and reporting of work expenses for Parliamentarians and their staff. The second pass business case will provide sufficient detail to inform decision-making. Specifically, the second pass business case will:
- undertake rigorous planning of ICT infrastructure, applications, and support
 - detail risk mitigation strategies including the lowest risk approach to acquiring and delivering each ICT option
 - undertake proof of concept tests and/or formal approaches to market
 - detail the proposal's governance arrangements
 - provide detailed and quality cost estimates to facilitate business case approval

Finance is seeking support from industry to deliver the second pass business case.

15. Definitions

Draft EOI Comments

Please advise if the definitions are not clear, or if further definitions are required.

Term/Abbreviation	Meaning
Commonwealth	means the Commonwealth of Australia.
Conditions for Participation	means the criteria set out in Attachment A of this EOI.
Conflict of Interest	means any existing circumstances: <ul style="list-style-type: none"> - which constitute an actual conflict; - which constitute a known risk of conflict; or - which may be perceived by others to constitute a conflict, between the interests of Finance and those of the Interested party or its personnel (or between the duties of the Interested party or its

Term/Abbreviation	Meaning
	personnel to Finance and their duties to another person) in relation to the performance of the Services.
Contact Officer	means the person named in clause 6.1 of this EOI.
Corporations Act	means the Corporations Act 2001 (Cth).
Evaluation Criteria	means the criteria set out in Attachment G of this EOI.
Executive Summary	means the executive summary of this EOI (if any is included).
Finance	means the Commonwealth of Australia represented by the Department of Finance and the Independent Parliamentary Expenses Authority.
Financially Viable	<p>means an Interested party that has not had any of the following events occur in respect of it:</p> <ol style="list-style-type: none"> 1. a meeting of creditors being called or held; 2. the appointment of a liquidator, provisional liquidator or administrator; 3. the appointment of a controller (as defined in section 9 of the Corporations Act), or analogous person appointed, including in respect of any of its property; 4. a failure to comply with a statutory demand in respect of the payment of any debt; 5. an inability to pay debts as they fall due or otherwise becoming insolvent; 6. becoming incapable of managing its own affairs for any reason; 7. taking any step resulting in insolvency under administration (as defined in section 9 of the Corporations Act); 8. any action being commenced to bankrupt or wind-up its affairs; or 9. entering into a compromise or arrangement with, or assignment for the benefit of, any of its creditors, or any analogous event.
FOI Act	means the Freedom of Information Act 1982 (Cth)
GST	has the meaning given to it in the GST Act.
GST Act	means the A New Tax System (Goods and Services Tax) Act 1999 (Cth).
Information	means any information issued or to be issued by or on behalf of Finance in relation to or in connection with the EOI for the Services.
Late Submission	<p>means any Submission that:</p> <ol style="list-style-type: none"> (a) is lodged after the Submission Closing Time; or (b) is received at any location (including any Finance location) other than the place of Submission lodgement referred to in clause 12 of this EOI other than where solely due to mishandling by Finance.
Request for Expressions of Interest or EOI	means this Request for Expressions of Interest.
Service Provider	means the successful Interested party (if any) with whom Finance signs a contract for the provision of the Services.

Term/Abbreviation	Meaning
Services	means the services in Attachment C of this EOI.
Submission	means a Submission lodged by a Interested party in response to this EOI.
Submission Closing Time	means the time and date specified in clause 2 of this EOI.
Interested Party/Parties	means any person/s considering or responding to this EOI.

ATTACHMENT A - CONDITIONS FOR PARTICIPATION

There are no Conditions for Participation applicable to this EOI.

ATTACHMENT B – MINIMUM CONTENT AND FORMAT

Minimum Content

Each Response must include the following mandatory and optional content in this order:

- Cover Sheet for Submission – **Attachment F** (mandatory)
- Executive Summary (optional)
- Response to **Attachment C** PEMS Solution Requirements (mandatory)
- Pricing - **Attachment I** – (mandatory)
- Respondent’s Declaration - **Attachment H** (mandatory)

Minimum Format

The minimum format requirement for documents to be submitted for this EOI process are as follows:

- Microsoft Word and/or Excel (compatible with Microsoft 2007 or later) or
- Adobe Portable Document Format (PDF) format (compatible with Adobe Reader 10).

If Finance considers that there are unintentional errors of form in a submission, the Contact Officer may invite the Respondent to correct or clarify the error, but will not permit any material alteration or addition to Submissions.

Attachment C – PEMS Solution Requirements

The requirements in Attachment C are not intended to be exhaustive. Rather they provide a high-level description of the processing capabilities required for a PEMS solution.

User research activities are continuing through the second pass business case process.

Draft EOI Comments

Please advise if the information provided in Attachment C is sufficient to enable informed EOI responses. Conversely, is there too much detail to enable you to provide an informed response?

Please advise other information that would be useful to enable you to respond to the EOI.

Attachment C Response Instructions

Vendors should demonstrate how their solution enables the requirements in **Attachment C**.

Please respond to each of the requirements in **Attachment C** using this key as a guide to your responses.

Response Key

Yes – Out of the box	Y
Yes – with configuration	Config
Yes – with minor customisation	Cust
No – does not demonstrate	N

Sample

#	Requirement	Demonstrates
2.2.11	The Payroll capability must be able to process Deductions such as Tax, GST, Superannuation, and Salary Sacrifice.	Y
2.2.12	The Payroll capability must be able to produce data files for upload into the Finance System which facilitate journal entries for Bank Transfers, Tax, GST, Superannuation and Salary Sacrifice.	Config

Commentary providing further explanation on how the solution meets the requirement can be provided at the end of each section.

Additional Information

1. General Requirements

Finance requires that the PEMS solution be designed such that it provides:

#	Requirement	Demonstrates
1.1.1	Software as a Service – ‘As-a-service’ implies: <ul style="list-style-type: none"> Predictable and controllable usage-based recurring costs. Scalable operations. 	

#	Requirement	Demonstrates
	<ul style="list-style-type: none"> • Access to additional complementary services (such as configuration support) as required. • No M&PS and IPEA ownership of hardware or software. • M&PS and IPEA have no direct responsibility for operations support and maintenance. 	
1.1.2	A Modular and Open Foundation for Growth – It may be necessary in the future for M&PS and IPEA to interact with Government directives solutions (e.g. changes to the work expenses legislation and operating policy; the Australian Government’s Digital Transformation Agenda, data.gov.au). Accordingly, it is desirable for systems to be modular and open, so that they can be modified with minimum effort, and interoperate efficiently and effectively with online services that become available in the future.	
1.1.3	Use of Commercial-Off-The-Shelf (COTS) products rather than bespoke applications. In accordance with government policy, the Department requires a COTS solution rather than a bespoke solution. This approach will minimise expenditures going forward and decrease reliance on ongoing maintenance. M&PS and IPEA acknowledge business processes may need to be modified to fit with COTS technology solutions.	

Additional Information

Additionally, to deliver and operate the PEMS solution, the solution provider(s) must identify, document and implement:

#	Requirement	Demonstrates
1.2.1	The scope of the functions to be supported (services and processes).	
1.2.2	User centred design, testing and deployment processes in-line with the Digital Service Standard.	
1.2.3	Detailed business and system requirements	
1.2.4	How data quality and integrity will be assured (data management).	
1.2.5	The information to be processed (management information).	
1.2.6	How systems fit together to support the functions (systems architecture).	
1.2.7	Operations, maintenance and incident management processes.	
1.2.8	Safeguards needed to ensure the security and integrity of operations and data.	
1.2.9	How the system will be flexible and agile to changing rules and frameworks and provide a flexible and efficient profile/rule/policy engine to align to business needs.	
1.2.10	Details of system data models to allow M&PS and IPEA to customise data outputs.	
1.2.11	Details of a plan to migrate all relevant data from existing systems to the replacement system.	

#	Requirement	Demonstrates
1.2.12	Details on how the system can be scaled to support at least 3,000 users with the potential to easily scale, including associated costs and considerations.	

Additional Information

The PEMS solution must be able to accept, process, and report on transactions with other internal and external systems. The system must record and track such transactions and related information in order to provide the basis for central control. The PEMS solution must:

#	Requirement	Demonstrates
1.3.1	Provide system flexibility in accepting data input from multiple media that recognises the unique data input requirements of interface systems.	
1.3.2	Subject all transactions, from interfacing systems to standard human resources / payroll system edits, validations, and error-correction procedures.	
1.3.3	Provide system capability to customise data input, processing rules, and edit criteria.	
1.3.4	Provide flexibility in defining internal operational procedures.	
1.3.5	Provide the capability to identify and process transactions from other systems that enter and update the PEMS solution.	
1.3.6	Provide system capability to allow users to customise output for reporting and providing interfaces to other financial management systems.	
1.3.7	Be able to draw from migrated data from legacy system(s)	
1.3.8	Allow for single sign on using existing government authentication systems.	
1.3.9	Allow for different views determined by role/level of access.	
1.3.10	Allow for real time and batch job reporting.	
1.3.11	Have the ability to send emails.	
1.3.12	Provide audit functionality to support routine checking of payments.	

Additional Information

2. Functional Requirements

Functional requirements are grouped into the 15 PEMS solution core capabilities.

2.1 Human Resource Management

The HR capability facilitates people management focusing on performance, policies and systems, including recruitment, training, performance appraisal and personnel policy management.

#	Requirement	Demonstrates
2.1.1	The HR capability must provide a training module supporting online audio visual multimedia content for induction training and ongoing training of staff.	
2.1.2	The HR capability must integrate with the Reporting and Data Visualisation capability to allow M&PS and IPEA to display visual reporting dashboards for clients and to expose read-only reports and content to the public for transparency of M&PS and IPEA operations.	
2.1.3	The HR capability must process (with both current and future effective dates) the full range of individual and mass personnel actions such as appointments, reinstatements, transfers, promotions, separations, retirements, terminations, furloughs, change to lower grades, reassignments, pay changes (including locality and national adjustments, allowances, differentials, premium pay, movement between pay plans or schedules, and pay and grade retention), and details.	
2.1.4	The HR capability must be able to manage an individual being employed across multiple electorate offices in different positions or roles at a given time in either ongoing, non- ongoing, contract or casual capacities.	
2.1.5	The HR capability must preclude duplicate data entry by automatically accessing position and employee information already residing within the system.	
2.1.6	The HR capability must be able to off-board an individual only from one or more positions while continuing to be employed in other electorate offices.	
2.1.7	The HR capability must allow modification and enforcement of business rules associated with employees in-line with the Members of Parliament (Staff) Act 1984 (MOP(S)) Enterprise Agreement ³ .	
2.1.8	The HR capability must be able to enforce business rules on the number of FTE positions allowed for an Electorate Office in allowed classification structures.	
2.1.9	The HR capability must reuse the Client Master record when re-employing an individual and maintain a single view of the employment history for an individual across several instances of employment.	
2.1.10	The HR capability must be able to export the employee history data to the 'Final Moneys Package' and import data from the 'Final Moneys Package'.	
2.1.11	The HR capability must allow personnel to manage their HR records using the self-service portal. For example, training and development plan, performance reviews and compliance with corporate policies such as WHS.	
2.1.12	The HR capability must fully document and record personnel actions with all legislatively required information.	
2.1.13	The HR capability should provide sufficient flexibility to enable management to account for total work force utilisation that can encompass the efforts and associated costs of contractors.	

#	Requirement	Demonstrates
2.1.14	The system should enable Senators and Members to electronically initiate the full range of recruitment-based actions (e.g. internal and external recruitment actions, reassignment actions, details) and flow these actions to the appropriate individuals and offices for approvals and processing.	
2.1.15	The HR capability should provide expert or decision support capabilities to generate documentation needed to complete the recruitment process.	
2.1.16	The HR capability should also have the flexibility to allow managers to electronically receive and act upon referral lists, resumes that contain appropriate candidate qualification information, and fully take into account legislative requirements	

Additional Information

2.2 Payroll Management

The Payroll capability allows M&PS and IPEA to manage payroll configuration and entitlements of staff as well as process payroll and parliamentary work expense payments. The Payroll capability holds the payroll master data record and work expense entitlement configuration for Parliamentarians, Former Parliamentarians and MOP(S) Act staff.

The M&PS and IPEA Payroll is complicated by the fact that parliamentary staff often move in and out of employment many times during their career. This makes the management of entitlements such as leave and termination payments complex to calculate using the standard functions of a payroll system.

#	Requirement	Demonstrates
2.2.1	The Payroll capability must be able to interface with the employee on-boarding process by receiving a HR master data record from HR. The integration between the HR and Payroll capability must leverage the System Integration Services and Data Services components of the PEMS solution.	
2.2.2	The Payroll capability must provide the ability to integrate with the M&PS & IPEA self-service Portal so that employees can maintain their Address, Bank Account Details and Super Details online.	
2.2.3	The Payroll capability must provide the ability to integrate with the M&PS and IPEA self-service portal so that employees can apply for leave online, including Full time, Part time, Sick Leave and Annual leave.	
2.2.4	The Payroll capability must be able to export data in Excel format for a number of purposes including calculating employee termination payments.	
2.2.5	The Payroll capability must be able to schedule an advance pay run and produce a report to be circulated to MOP(S) team leads for confirmation of the employees to be included in the pay run. This information must be circulated using the M&PS and IPEA operations portals and approved using the M&PS and IPEA Workflow Management component.	

#	Requirement	Demonstrates
2.2.6	The Payroll capability must integrate with the Reporting and Data Visualisation components to allow M&PS and IPEA to display visual reporting dashboards for clients and to expose read-only reports and content to the public for transparency of M&PS and IPEA operations.	
2.2.7	The Payroll capability must be able to integrate with external web portals such as the self-service portal and/or HR portal. This will enable M&PS and IPEA to facilitate self-service for clients, display payroll data in client dashboards and allow M&PS and IPEA staff to view data in operational portals where they can access the administration, reporting and M&PS and IPEA business applications to support enquiries, provide advice and fulfil service requests.	
2.2.8	The Payroll capability must integrate into third party Document and Records Management Systems to allow official documents and records to be managed centrally and in digital form.	
2.2.9	The Payroll capability must provide an online timesheet capability to allow permanent, part time, contract and shift based staff to record time and attendance information using a variety of timesheet formats.	
2.2.10	The Payroll capability must provide flexibility to define formulae for calculations such as tax, GST, superannuation, termination payments and salary sacrifice.	
2.2.11	The Payroll capability must be able to process Deductions such as Tax, GST, Superannuation, and Salary Sacrifice.	
2.2.12	The Payroll capability must be able to produce data files for upload into the Finance System which facilitate journal entries for Bank Transfers, Tax, GST, Superannuation and Salary Sacrifice.	
2.2.13	The Payroll capability must be able to produce payroll batch reports for reconciliation with the Finance System.	
2.2.14	The Payroll capability must be able to process pay runs for permanent, part-time and contract staff.	
2.2.15	The Payroll capability must exhibit the flexibility and simplicity to enable M&PS and IPEA staff to administer system changes arising from changes to MOP(S) staff enterprise agreements.	

Additional Information

2.3 Financial Management

The Finance capability allows M&PS and IPEA to oversee and govern its income, assets and expenditure ensuring transparency and integrity of all transactions such as payments to third party providers including SG Fleet, OfficeMax and the Department of Foreign Affairs and Trade.

#	Requirement	Demonstrates
2.3.1	The Finance Capability must be capable of integrating with other M&PS and IPEA capabilities including Payroll, HR and Work Expense Management.	

#	Requirement	Demonstrates
2.3.2	The Finance capability must be capable of working with data in a wide range of formats. It will do so by using the System integration and Data Services components of the PEMS solution.	
2.3.3	The Finance capability must be able to integrate with external workflow management tools. This will enable M&PS and IPEA to track long running service requests and processes where tasks may need to be passed from one team or business area to another.	
2.3.4	The Finance capability must be able to integrate with web portals to facilitate self-service for clients.	
2.3.5	The Finance capability must be able to integrate with external reporting and data visualisation tools. This will enable M&PS and IPEA to display visual reporting dashboards for clients and to expose read-only reports and content to the public for transparency of M&PS and IPEA operations.	
2.3.6	The Finance capability must enable maps to configure the chart of accounts to enable financial reporting, manage cash and fixed assets and execute payments and accounts receivable transactions.	
2.3.7	The Finance capability must allow M&PS and IPEA to record and manage the funds owed to the department by Parliamentarians, Former Parliamentarians, staff and 3rd party providers for work expenses.	
2.3.8	The Finance capability must allow M&PS and IPEA to record and manage the funds payable to Parliamentarians, Former Parliamentarians, staff and 3rd party providers for work expenses.	
2.3.9	The Finance capability must allow M&PS and IPEA to record and depreciate assets according to accepted schedules.	
2.3.10	The Finance capability must enable administrators to derive client budgets for forecast, actual and variance reporting against a parliamentarians' cost centre.	
2.3.11	The Finance capability must have the ability to receive electronic billing data from third party suppliers.	
2.3.12	The Finance capability must be capable of cost allocation and control.	
2.3.13	The Finance capability must incorporate cashflow management.	

Additional Information

2.4 Work Expense Management and Processing

The Work Expense Management and Processing capability is considered the hub of transactions, certifications and data integration. Work Expense Management and Processing should be implemented in order to enable automation of complex interpretative actions. This could include policy automation through use of a business rules engine.

#	Requirement	Demonstrates
2.4.1	Work expense claims must be able to be entered, submitted and approved using a web browser or a mobile device.	

#	Requirement	Demonstrates
2.4.2	Travel allowances for claims must be able to be calculated by the system using configurable business rules.	
2.4.3	The Work Expense Management capability must be able to warn clients when they are entering claims and are approaching budget limit thresholds.	
2.4.4	The Work Expense Management capability must be able to warn M&PS and IPEA processing staff when claims are being processed where the client is approaching budget limit thresholds.	
2.4.5	During the processing of claims the system must leverage the location services component to verify locations and travel distances automatically.	
2.4.6	During processing the Work Expense Management capability must perform automated validation using configurable business rules. It will also apply automated checks to alert M&PS and IPEA staff to a breach any limits or budget parameters.	
2.4.7	Data entry for work expense claims must have the option to be completed by the claimant or an administrative assistant on behalf of the claimant.	
2.4.8	Work expense claims must be able to be completed in digital / electronic forms via the client self-service portal or in paper form where the forms can be scanned and emailed or faxed to M&PS and IPEA administrators.	
2.4.9	After the work expense claims have been filled in they must be authorised for electronic submission or signed for paper submission by the claimant.	
2.4.10	Work expense claims must have the ability to have supporting documentation / evidence attached.	
2.4.11	Work expense claims must use the workflow components for submission, approval and processing.	
2.4.12	Work expense claims must be able to support on screen validation by configurable rules which may vary by claim type and budget availability.	
2.4.13	After submission work expense claims must be able to be validated by business rules which may affect the processing, workflow or manual intervention of a claim. For example, a claim may breach a budget threshold which may affect its processing.	
2.4.14	Users must be able to see the status of their claims in the client self-service portal in near real-time.	
2.4.15	Work expense claims that do not breach any validations, business rules, limits or budget parameters must be able to be processed through to payment without manual intervention.	
2.4.16	Automated notifications of payments must be able to be sent to the claimant via their preferred channel	
2.4.17	The system must be able to identify duplicate claims and send them to manual intervention when the same claim is submitted through multiple channels.	

Additional Information**2.5 Overseas Travel**

#	Requirement	Demonstrates
2.5.1	The Work Expense Management capability must be able to display near real time flight information for a trip on the client dashboard.	
2.5.2	The Work Expense Management capability must allow users to attach an itinerary to a claim.	
2.5.3	The Work Expense Management capability must be able to read from a current RBA rates table to calculate overseas travel allowances.	
2.5.4	The Work Expense Management capability must allow correspondence interactions with third parties such as DFAT and WCM to be recorded with a claim. For example, the issuing of warrants by DFAT.	

Additional Information**2.6 Low Value CPO Claims Processing (e.g. Publications, Office Supplies etc.)**

#	Requirement	Demonstrates
2.6.1	The Work Expense Management capability must support a fast claim process using a mobile channel for low value claims. This allows a client to enter a claim using a mobile device and attach a snapshot of the accompanying paperwork to the claim and submit for processing.	
2.6.2	For printing and communications claims the system must allow scanned documents and images, multimedia (audio and video) and online content (web content, online publications and social content) to be attached to a claim and stored in the system (i.e. not linked to a live site).	

Additional Information**2.7 Process Supplier Payments**

#	Requirement	Demonstrates
2.7.1	The Work Expense Management capability must allow suppliers to upload FCM, Cabcharge and OfficeMax transaction files. Upon upload the files will be validated and suppliers can resolve any errors with the transaction files.	
2.7.2	The Work Expense Management capability must display a notification of inbound supplier transaction files that are on the M&PS and IPEA staff operations portal.	

#	Requirement	Demonstrates
2.7.3	The Work Expense Management capability must route inbound supplier transaction files using the workflow component.	
2.7.4	Notifications regarding processing of transactions should be reflected in the supplier portal in near real-time.	

Additional Information

2.8 Self-Service Web Portal and Content Management

The Web Portals provide the online entry point into the PEMS solution for clients, the public and administrators providing self-service functions for M&PS and IPEA services and access to data and information. Content on the portal is displayed depending on the type of user. For example, the M&PS and IPEA Portal is the online entry point for Ministers and Parliamentarians. It contains links to Policy Information Resources, Employee Self Service and Work Expense Management functions including SmartForms, access to online reports and scanned paper documents as well as a dashboard containing the current status and history of a clients' interactions with M&PS and IPEA.

#	Requirement	Demonstrates
2.8.1	The M&PS and IPEA Web Portal and Content Management capabilities must be accessible from desktop and mobile devices and comply with best practice accessibility design principles and practices (i.e. the Digital Service Standard).	
2.8.2	The M&PS and IPEA Web Portal and Content Management capabilities must provide responsive page design for all major browsers and mobile devices / operating systems.	
2.8.3	The M&PS and IPEA Web Portal and Content Management capabilities must support the appearance of a component being automatically determined by factors such as the type of page on which the component appears; the location on the page on which the component appears; the content of the component; and the type of the component to best view the component on the device assessing the content.	

Additional Information

2.9 Web Portal

#	Requirement	Demonstrates
2.9.1	The Web Portal must provide the following services to clients: search for content, request and track progress of a service, manage personal details, manage office details, make claims, and access reports.	
2.9.2	The Web Portal must provide contextualised content based on the service being accessed by the user.	
2.9.3	The Web Portal must be able to allow users to upload data, documents and images.	

#	Requirement	
2.9.4	The Web Portal must be able to push notifications to electronic and mobile devices.	

Additional Information

2.10 Content Management

#	Requirement	Demonstrates
2.10.1	The Content Management capability must be able to allow users to search, browse and access online work expense policy information resources for Senators, Members, former Parliamentarians, MOP(S) personnel and the public.	
2.10.2	The Content Management capability must allow the user to select how the content is sorted when browsing for content.	
2.10.3	The Content Management capability must be able to customise the appearance of content for a given client profile or electorate. For example, it would be able to highlight policy and guidance based on the type of user browsing the content (Parliamentarian, Former Parliamentarian, MOP(S) Staff.	
2.10.4	The Content Management capability must allow searching, tagging and filtering of content.	
2.10.5	The Content Management capability must allow sorting options that include the metadata items, and must include by title, created date, and modified date.	
2.10.6	The Content Management capability must allow system users to see what is currently published and what is waiting to be published.	
2.10.7	The Content Management capability must hold the master copy of a given content item and provide users the ability to view the history of any content object or file.	
2.10.8	The Content Management capability must be able to integrate with third party content editing tools.	
2.10.9	The Content Management capability must be able to limit access to content based on user permissions.	
2.10.10	The Content Management capability must keep an audit log of all changes to content (including additions, modifications, and deletions) so that administrators can determine what caused any specific change on the website to occur and assist in troubleshooting efforts.	
2.10.11	The Content Management capability should support content contributors to be able to specify the archive date of a link, page, or URL. Archiving means content stays within the CMS, but it is no longer displayed to the website visitor.	
2.10.12	The Content Management capability should support content contributors to be able to archive pages, in a system database, complete with its metadata attributes and its link designations.	

Additional Information**2.11 Customer Relationship Management**

The Customer Relationship Management (CRM) capability allows M&PS and IPEA to adopt a client centric approach to delivering services and advice. Using the CRM capability M&PS and IPEA administrators can manage all interactions with clients and track them on a single client record. This allows a clients' history of all service interactions to be available to all departmental staff.

#	Requirement	Demonstrates
2.11.1	The CRM capability must provide a single view across all ICT capabilities of clients' details and interactions with all M&PS and IPEA functions including Parliamentary Work Expenses, Human Resources, Reporting, Finance and COMCAR.	
2.11.2	The CRM capability must display all client interactions through the self-service portal and be accessible from the client dashboard to allow easy access to the status of service requests, claims, reports and policy content.	
2.11.3	The CRM capability must facilitate recording of all advice, claims, requests, resolutions, file notes and comments for services accessed through all channels.	
2.11.4	The CRM capability must be able to display a single consolidated view of all enquiries and service requests across all channels.	
2.11.5	The CRM capability should allow users to be organised into groups and record their electorate, state, office so that this may be used for reporting and individual or broadcast communications to clients about a topic such as a change to work expense management policy.	
2.11.6	The CRM capability should allow recording of geolocation of clients so that this can be used for quality assurance of parliamentary work expenses during certification.	
2.11.7	The CRM capability must be able to integrate with the Reporting and Data Visualisation components to display visual reporting dashboards for clients and to expose read-only reports and content to the public for transparency of M&PS and IPEA operations.	
2.11.8	The CRM capability must be able to integrate with Document and Record Management Systems.	
2.11.9	The CRM capability must be capable of working with data in a wide range of formats.	
2.11.10	The CRM capability must integrate with Computer Telephony Integration (CTI) systems to streamline call management and handling for the telephone channel and to allow telephone interactions to be logged against the client record.	
2.11.11	The CRM capability must support Role Based Access Control (RBAC) to the client record and CRM capability functions so that different groups of users can be limited in the CRM functions that they can access or the information that they can view or edit based on their role.	

#	Requirement	Demonstrates
2.11.12	The CRM capability must support case management to facilitate the co-ordination of services and enquiries being provided from a range of functions or teams. For example, an enquiry that originally is directed to Helpdesk might generate a CRM case that is sent via workflow to the Payroll or Reporting team.	
2.11.13	The CRM capability must support integration with a third party workflow system to allow M&PS and IPEA staff to pass a CRM case or action between functions or teams and track call times, resolution times and escalate service requests when they are not being actioned in line with defined service levels.	
2.11.14	The CRM capability must support personalisation to record and manage the preferences of Parliamentarians, Former Parliamentarians and MOP(S) Act Staff for the delivery of M&PS and IPEA services.	
2.11.15	The CRM capability must store COMCAR driver details and capabilities (e.g. licensed to drive coach).	

Additional Information

2.12 Workflow Management

The Workflow Management capability promotes business agility across all M&PS and IPEA functions; Parliamentary Work Expenses, Human Resources, Reporting, Finance and COMCAR. The Workflow Management System is highly configurable which allows the business to respond to change and promotes efficiencies within and across service lines. The Workflow Management System is the primary mechanism for handing-off of actions between teams that occur during business processing.

#	Requirement	Demonstrates
2.12.1	The Workflow Management capability must be able to automatically notify clients, public and administrators of the status processing of claims and service requests through the M&PS and IPEA portals (e.g. client, staff, supplier) based on user defined rules.	
2.12.2	The Workflow Management capability must provide work queues for staff.	
2.12.3	The Workflow Management capability must allow clients and administrators to initiate, manage and complete tasks and approvals for a service in-line with administrator defined business rules.	
2.12.4	The Web Portal must enable clients and administrators to track past, current, and pending actions, services and processes.	
2.12.5	The Workflow Management capability must be able to manage the transition workflow items between business teams.	
2.12.6	The Workflow Management capability must provide the flexibility for administrators to configure existing and create new tasks, approvals and processes in a workflow easily.	
2.12.7	The Workflow Management capability must be able to escalate approvals when they are not acted on within a pre-configured time.	
2.12.8	The Workflow Management capability must provide the capability to track and record the full range of client and supplier service and information requests, and logged incidents for investigation, action and resolution.	

#	Requirement	Demonstrates
2.12.9	The Workflow Management capability case tracking functionality must include such information as case nature, case date, case steps and resolution.	
2.12.10	The Workflow Management capability should provide a statistical overview consisting of reports generation, for example: throughput, average end-to-end delay, best case and worst case performance, loadings, various means of high-level visualisation of the state of the system.	

Additional Information

2.13 Workflow Management

Reporting and data visualisation enables clear and effective communication of data to clients, the public and administrators to provide transparency of parliamentary expenses and support client services to make them more accessible, understandable and usable.

#	Requirement	Demonstrates
2.13.1	The Reporting and Data Visualisation capability must use near real time data from single source of truth systems for both transactional, managerial and analytical data.	
2.13.2	The Reporting and Data Visualisation capability must be able to produce dynamic reports with drill down capability where data presented is tailored to individual clients, public and administrator users based on their individual access privileges set and managed by administrators.	
2.13.3	The Reporting and Data Visualisation capability must be able to auto generate periodic reports for predefined commonly queried and used reports. Pre-defined reports shall be created in varying frequencies defined by users.	
2.13.4	The Reporting and Data Visualisation capability must provide users with data interrogation and analysis tools suitable to the complexity of the data set.	
2.13.5	The Reporting and Data Visualisation capability must be able to produce customised reports without technical expertise.	
2.13.6	The Reporting and Data Visualisation capability must provide users the ability to configure the report outputs, by being able to select various attributes of the report. These attributes shall include, but not be limited to the attributes in Table 1.	
2.13.7	The Reporting and Data Visualisation capability must be able to interface into the PEMS solution web portal and content management solution self-service portal. Self-service capability must be available to all users. Public users shall access a pre-defined data set to derive reports whereas authorised clients and administrators users shall be able to derive more advanced ad-hoc reports.	
2.13.8	The Reporting and Data Visualisation capability must capture and collate periodic management reporting data for the PEMS solution for administrators (including but not limited to number of client electronic form submissions; number of clients to the online portal; number of clients accessing online assistance; time to process and certify expenses; time to publish client and public reports; average	

#	Requirement	Demonstrates
	enquiry response time; percentage of clients generating expense management reports; number of public clients accessing online reports; number of Freedom of Information requests).	

Table 1 – Sample Report attributes

#	Requirement	Demonstrates
Data fields	Users shall be able to select, un-select data fields to appear on the report. This selection shall be limited to the data set available for the report.	
Sorting	Users shall be able to select how data shall be sorted. Users shall toggle sorting direction (ascending, descending) using column headings. Selected direction of sorting shall be clearly visible to users.	
Pagination	For better display and performance, records shall be paginated by displaying a pre- configured number of records at a time. Users shall be able to navigate to the remaining records using page links.	
Page size	Users shall be able to select how many records shall be displayed per page. Options shall be 'All', 10, 20, 50 and 100.	
Output mode	Users shall be able to select the mode of output; tabular, graphical or both. Graphical display may not apply for some reports, where complex data compositions are displayed. In such cases, output mode shall default to tabular.	

Additional Information

2.14 Smart Forms

The SmartForms capability enables online data entry, pre-population, validation and submission for service requests, streamlining the processing of transactions, and preventing re-work. The capability provides a dynamic electronic form that can be configured with a graphical user interface without the need to write custom programming code.

#	Requirement	Demonstrates
2.14.1	The SmartForms capability must be able to capture claims and requests from the client and be submitted electronically to the relevant ICT capability upon completion.	
2.14.2	The SmartForms capability must be available both online and downloadable via the web portal.	
2.14.3	The SmartForms capability must prepopulate data fields with relevant information for the individual user and service.	
2.14.4	The SmartForms capability must provide an easy to use form building and publication tool for administrators to modify existing and create new forms for services as needed.	
2.14.5	The SmartForms must be able to enforce validation and business rules defined by administrators.	

Additional Information

2.15 Document and Records Management

Electronic document management tracks, manages and stores documents electronically. Records management enables management of records throughout their life cycle, from the time they are created to their eventual disposal.

#	Requirement	Demonstrates
2.15.1	The Document and Records Management capability must allow a user to be able to electronically check-in, check-out and version control documents (including but not limited to forms and attachments).	
2.15.2	The Document and Records Management capability must be able to capture date-time user for events.	
2.15.3	The Document and Records Management capability must allow administrators to define metadata for documents and data fields in source of truth systems across the PEMS solution.	
2.15.4	The Document and Records Management capability must provide a document and data archiving function in accordance with National Archives of Australia policies.	
2.15.5	The Document and Records Management capability must be able to configure access to documents and data based on authorisation levels.	
2.15.6	The Document and Records Management capability should provide Email, Web Chat integration.	
2.15.7	The Document and Records Management capability must be able to interface with the self-service web portal.	

Additional Information

2.16 Identify and Access Management

Identity and Access Management underpins all systems to ensure that users have access to the appropriate information and functions for their role. It is the security and business discipline that enables the right individuals to access the right resources at the right times and for the right reasons. It addresses the need to ensure appropriate access to resources and to meet compliance requirements.

#	Requirement	Demonstrates
2.16.1	The Identity and Access Management capability must be able to authenticate clients, the public, administrators and suppliers over all ICT capabilities in the integrated solution.	
2.16.2	The Identity and Access Management capability should leverage an existing identity store where possible (e.g. Department of Finance Microsoft Active Directory, Parliamentary Department system access solutions).	
2.16.3	The Identity and Access Management capability must provide single sign-on capabilities across all ICT capabilities within the PEMS solution for all users.	
2.16.4	The Identity and Access Management capability should provide single sign-on capabilities for the PEMS solution clients internal to the Parliamentary Departments ICT operating environments.	

#	Requirement	Demonstrates
2.16.5	The Identity and Access Management capability should provide single sign-on capabilities for the PEMS solution administrators internal to the Department of Finance's ICT operating environment.	

Additional Information

2.17 System Integration Services

Identity and Access Management underpins all systems to ensure that users have access to the appropriate information and functions for their role. It is the security and business discipline that enables the right individuals to access the right resources at the right times and for the right reasons. It addresses the need to ensure appropriate access to resources and to meet compliance requirements.

#	Requirement	Demonstrates
2.17.1	The Systems Integration Services capability must allow integration between ICT capabilities to be implemented and managed centrally.	
2.17.2	Must be able to integrate with external systems such as Dept of Finance HR and Finance systems.	

Additional Information

2.18 Data Services

The Data Services capability provides the business with a unified view of information across a number of capabilities and minimises the impacts that changes in data formats in one capability will have on another.

The mediation role that Data Services capability fulfils minimises the direct dependencies between capabilities which allows the system to be robust in the face of evolving requirements.

#	Requirement	Demonstrates
2.18.1	The Data Services capability must allow data format definitions between ICT capabilities to be managed centrally.	
2.18.2	The Data Services capability must publish data in data formats recommended by data.gov.au.	

Additional Information

2.19 Location Intelligence

Location intelligence or spatial intelligence capability assists M&PS and IPEA processing staff to certify the distances between locations on travel claims, provide geospatial information for Data Reporting and Visualisation capabilities and contribute to automated, real-time route mapping and fleet scheduling for COMCAR services (see Fleet Reservation and Allocation for specific COMCAR needs).

#	Requirement	Demonstrates
2.19.1	The Location Intelligence capability must provide industry standard geospatial map capability (e.g. Google maps).	
2.19.2	The Location Intelligence capability must provide integration to interface into M&PS and IPEA systems. For example, get the distance between two locations to calculate a payable claim.	
2.19.3	The Location Intelligence capability be able to geocode transactions for analytics to drive policy and service improvements. For example, identify trends in COMCAR usage geographically.	

Additional Information

2.20 Fleet Reservation and Allocation

COMCAR within M&PS manages a national vehicle reservation and dispatch management system providing car with drives services to clients and the public.

The Fleet Reservation and Allocation capability must allow for a mobile enabled national communications network to support the effective transmission of voice and data between centralised administrators and decentralised drivers within the vehicle fleet. The supply, configuration and installation of in-vehicle communications in the vehicle fleet (i.e. mobile electronic devices such as tablets and mobile phones) located in each capital city (excluding Darwin) must be catered for by the PEMS solution. The procurement, installation and ongoing maintenance and management of in car mobile device hardware should be negotiated with COMCAR staff as part of the solution definition and design phase.

#	Requirement	Demonstrates
2.20.1	The Fleet Reservation and Allocation capability must enable the creation, amendment and cancellation of vehicle Reservations.	
2.20.2	The Fleet Reservation and Allocation capability must allow client self-service via Web Portal capability for creation, amendment, cancellation of reservations, viewing of client account information and updating of details and preferences.	
2.20.3	The Fleet Reservation and Allocation capability must store and retrieve client details and references (i.e. via the CRM capability).	
2.20.4	The Fleet Reservation and Allocation capability must allow clients and administrators to create and allocate a single Reservation requiring multiple vehicles.	
2.20.5	The Fleet Reservation and Allocation capability must allow clients and administrators to create a Reservation with multiple pick up and multiple drop off addresses.	
2.20.6	The Fleet Reservation and Allocation capability must allow administrators to distinguish between special events and normal Reservations.	
2.20.7	The Fleet Reservation and Allocation capability must allow clients and administrators to estimate, cost, quote and generate billing data for vehicle with driver services which use either Finance or external service providers.	
2.20.8	The Fleet Reservation and Allocation capability must incorporate administrators to define flexible billing rules including, time and/or distance-based charging, public holidays, geographic location,	

#	Requirement	Demonstrates
	different vehicle types, client categories and additional charges such as baby seats, tolls, etc.	
2.20.9	The Fleet Reservation and Allocation capability must allow automated and manual allocation of reservation/s to a vehicle and driver across multiple times zones and geographic locations.	
2.20.10	The Fleet Reservation and Allocation capability must support centralised and decentralised creation, cancellation and management of Reservations and Allocations by administrators and drivers respectively.	
2.20.11	The Fleet Reservation and Allocation capability must allow creation, amendment and cancelation (but not deletion) single instance and recurring Reservations.	
2.20.12	The Fleet Reservation and Allocation capability must provide an integrated rostering capability to record drivers' availability and to ensure the allocation of work conforms to various employment conditions.	
2.20.13	The Fleet Reservation and Allocation capability must record vehicle usage and availability to allocate and rotate vehicles in accordance with administrator defined business rules.	
2.20.14	The Fleet Reservation and Allocation capability must provide administrators a view future work patterns and potential spikes in work that may necessitate utilisation of additional resources.	
2.20.15	The Fleet Reservation and Allocation capability must transmit reservation details to external service providers through a variety of secure communication mechanisms.	
2.20.16	The Fleet Reservation and Allocation capability must provide administrators and drivers with automated route optimisation, map directions and travel time estimates in real time enabled by global positioning system / Location Intelligence ICT capabilities.	
2.20.17	The Fleet Reservation and Allocation capability must transmit and provide update notifications to drivers in real time of current, future and historic job details / tasks. via an in-car mobile device.	
2.20.18	The Fleet Reservation and Allocation capability must enable appropriately encrypted transmission and receipt of data between Finance and the vehicle fleet via an in-car mobile device.	
2.20.19	The Fleet Reservation and Allocation capability must allow drivers to add or amend job details via in-car mobile device.	
2.20.20	The Fleet Reservation and Allocation capability must allow administrators and drivers to amend booking details after allocation of a job to a vehicle (e.g. pickup time, notes, etc.) and the ability to transmit updated details to clients, drivers and administrators as relevant.	
2.20.21	The Fleet Reservation and Allocation capability must allow drivers to confirm job status via the in-car mobile device.	
2.20.22	The Fleet Reservation and Allocation capability must allow drivers to record commencement and end time of meal/rest breaks via the in-car mobile device.	
2.20.23	The Fleet Reservation and Allocation capability must include automatic vehicle location / tracking and route recording to monitor current and historical vehicle locations.	

#	Requirement	Demonstrates
2.20.24	The Fleet Reservation and Allocation capability must enable financial charges to be applied and invoices rendered to clients for services provided.	
2.20.25	The Fleet Reservation and Allocation capability should allow administrators and drivers to view current drivers requiring a meal/rest break (e.g. based upon length of time on duty).	
2.20.26	The Fleet Reservation and Allocation capability should allow automated and manual sending and receipt of messages to and from clients (e.g. via online self-service Web Portal, SMS etc.) to inform / acknowledge the of status of a vehicle (e.g. en route, waiting, delayed etc.).	

Additional Information

3. Non-Functional Requirements

3.1 Performance

#	Requirement	Demonstrates
3.1.1	The system must respond within a mean response time of two seconds for all transactions.	

Additional Information

3.2 Availability

#	Requirement	Demonstrates
3.2.1	Availability refers to the probability that when the System is used in a Production Environment; it will operate satisfactorily when called upon. The system must be available with 99.5% uptime.	
3.2.2	The System shall be designed to ensure that, in the event of a System or Subsystem failure, the failure does not impact other services delivered by the PEMS solution.	
3.2.3	The system must be designed so that in the event of a failure of a single component, the components of the system that did not fail should continue to operate with full functionality.	
3.2.4	The Solution supports planned outages such as Change Request items being completed outside of peak usage hours (e.g. between 3am and 4am on Saturday mornings).	
3.2.5	Solution backups and maintenance outside of the maintenance window should not impact Solution Availability	
3.2.6	The Solution supports recovery from unplanned system outages and should be successfully completed within two hours of the outage.	

3.3 Maintainability

#	Requirement	Demonstrates
3.3.1	The requirement for System maintainability is to minimise System down time for maintenance and upgrades. Where requirements in this document specify a Maximum Acceptable Outage this is the maximum time to restore System functionality. This may be achieved by automatic failover, manual switching to a backup System or similar so that corrective Maintenance can take place without further affecting System operation. Individual Maintenance actions may take longer than the prescribed maximum time however but must not affect System operation.	

Additional Information

3.4 Scalability and Growth

#	Requirement	Demonstrates
3.4.1	To ensure that the System is able to effectively meet the business needs, it will provide flexibility, growth and expansion to support changes in technology or business requirements. The high-level concept for the System is that the System is composed of modular, open-standards-based components (i.e. a suite of Applications and tools) that are integrated across multiple physical interfaces, procedural workflows and logical configuration to provide a capacity to process the transaction volumes of M&PS and IPEA.	
3.4.2	The System shall be designed to scale to meet an annual 10% increase above the stated transaction processing requirements (see OCD for people and transaction volumes summary).	
3.4.3	The system should support at least 3,000 users with the potential to easily scale. Not all users need to use all components. Concurrent user numbers are approximately 20% of the maximum.	

Additional Information

3.5 Useability

#	Requirement	Demonstrates
3.5.1	The System, when completing a User initiated function, shall perform its operation with a mean response time of two seconds.	
3.5.2	The System, when authenticating a User's identity Credentials, shall perform its operation with a mean response time of four seconds.	
3.5.3	The system shall support secure web and mobile user interface for all functions. Including uploading of pictures/ support evidence.	
3.5.4	The system will have the ability to provide high use/client valued functions over a mobile app (iOS and Android at a minimum).	

Additional Information

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3.6 Enterprise Security Constraints

#	Requirement	Demonstrates
3.6.1	The Department of Finance must achieve security accreditation of the System prior to it being implemented. Security accreditation of the final System will be performed by the Finance ICT Security Authority.	
3.6.2	Provides the appropriate security controls to protect the system and information held within the system (Confidentiality, Integrity and Availability) in accordance with the relevant system and information classifications.	

ATTACHMENT D - TERMS AND CONDITIONS OF EOI

Draft EOI Comments

Please provide comment if you have concerns on the terms and conditions for the EOI.

1 Important notice and disclaimer

- 1.7 This EOI is not an offer to enter into a contract, or any sort of recommendation, nor does it include any investment or tax advice.
- 1.8 This EOI contains information concerning Finance and its needs. It has been prepared for the sole use of interested parties in deciding whether to proceed with a Submission. This EOI does not, and does not purport to contain all the information that an interested party would desire, or require, to assess the opportunity.
- 1.9 Finance, their officers, employees, agents and advisors:
- a) are not, and will not be responsible, or liable for the accuracy or completeness of the Information;
 - b) make no express or implied representation or warranty that any estimate or forecast will be achieved or that any statement as to future matters will prove correct;
 - c) expressly disclaim any and all liability arising from the Information including, without limitation, errors in, or omissions from, the Information;
 - d) except so far as liability under any statute cannot be excluded, accept no responsibility arising in any way from errors in, or omissions from this EOI, the Information, or in negligence;
 - e) do not represent that they apply any expertise on behalf of any interested party;
 - f) accept no liability for any loss or damage suffered by any person as a result of that person, or any other person, placing any reliance on the contents of this EOI, or other information provided by or on behalf of Finance; and
 - g) assume no duty of disclosure or fiduciary duty to any interested party.
- 1.10 Each interested party should independently satisfy itself as to the accuracy of this EOI, including the Information, and should conduct its own enquiries, investigations, analysis and appraisal of, and should seek appropriate professional advice about, this EOI including:
- a) the Information;
 - b) the Services to be provided; and
 - c) any assumptions, uncertainties and contingencies which may affect Finance's future business.
- 1.11 Neither the delivery of this EOI, nor any other agreement made on the basis of this EOI may, under any circumstances, be taken to create an implication that there has been,

or will be, no material change in the affairs of Finance as and from the date of issue of this EOI.

- 1.12 The provisions of this important notice and disclaimer apply in relation to this EOI and any other Information provided.

2 No Contract or Undertaking

- 2.1 Nothing in this EOI will be construed to create any binding contract (express or implied) between Finance and any interested party.

3 Late Submissions

- 3.1 Any Submission lodged after the Submission Closing Time (including a Submission already received by Finance at a place other than the place of Submission lodgement referred to in **clause 12** other than solely due to mishandling by Finance will be deemed to be a Late Submission.
- 3.2 Late Submissions will not be admitted to the evaluation process.

4 Corrections and Additions to this EOI

- 4.1 Should an Interested party find or reasonably believe it has found any discrepancy, error, ambiguity inconsistency or omission in this EOI or any other information given or made available by Finance, that Interested Party must promptly notify the Contact Officer in writing (including email).
- 4.2 In providing notice, the Interested Party must provide sufficient detail of the particulars of the circumstances in **clause 19.1** at least 5 Business Days prior to the Submission Closing Time so that Finance may take whatever corrective action, if any, it deems appropriate.
- 4.3 Finance will inform all Interested Parties (on a non-attributable basis) of any notified actual discrepancy, error, ambiguity, inconsistency, or omission in this EOI, and any correction or additional information.

5 Delivery Method

- 5.1 Each Interested party is solely responsible for the delivery of its Submission.

6 Ownership of Submission Documents

- 6.1 All Submission documents become the property of Finance on lodgement, except for the Interested Parties intellectual property rights in the Submission.

7 Late Submissions

- 7.1 Any Submission lodged after the Submission Closing Time (including a Submission already received by Finance at a place other than the place of Submission lodgement referred to in **clause 12** other than solely due to mishandling by Finance will be deemed to be a Late Submission.

7.2 Late Submissions will not be admitted to the evaluation process.

8 Corrections and Additions to this EOI

8.1 Should an Interested party find or reasonably believe it has found any discrepancy, error, ambiguity inconsistency or omission in this EOI or any other information given or made available by Finance, that Interested Party must promptly notify the Contact Officer in writing (including email).

8.2 In providing notice, the Interested Party must provide sufficient detail of the particulars of the circumstances in **clause 19.1** at least 5 Business Days prior to the Submission Closing Time so that Finance may take whatever corrective action, if any, it deems appropriate.

8.3 Finance will inform all Interested Parties (on a non-attributable basis) of any notified actual discrepancy, error, ambiguity, inconsistency, or omission in this EOI, and any correction or additional information.

9 Delivery Method

9.1 Each Interested party is solely responsible for the delivery of its Submission.

10 Ownership of Submission Documents

10.1 All Submission documents become the property of Finance on lodgement, except for the Interested Parties intellectual property rights in the Submission.

11 Intellectual Property Rights in Submission

11.1 Intellectual property rights that exist in a Submission will remain the property of the Interested Party.

11.2 Each Interested Party licenses Finance, its officers, employees, agents, advisers, Ministers and other government representatives to use, copy, adapt, modify, or disclose its Submission for the purposes of:

- a) clarifying the Submission;
- b) referring any material suggesting collusion by Interested parties to the Australian Competition and Consumer Commission (**ACCC**) and the use by the ACCC of that material to conduct any review it deems necessary; and
- c) anything else related to the above purposes, including audit and complying with governmental and parliamentary reporting requirements including requests for information by Parliament or Parliamentary Committees.

12 Return of Information

12.1 Finance may require that at any stage all written information (whether confidential or otherwise and without regard to the type of media on which such information was provided to any Interested party) provided to any Interested party (and all copies of such information made by any Interested party) be:

- a) returned to Finance - in which case that Interested party must promptly return all such information to the address identified by Finance; or
- b) destroyed - in which case that Interested party must promptly destroy all such information and provide Finance with written certification that the information has been destroyed.

13 Language, Measurement and Currency

- 13.1 Submissions, including all attachments and supporting material, are required to be written in English.
- 13.2 Unless otherwise specified in this EOI, measurements are required to be expressed in Australian legal units of measurement and currency in Australian dollars.

14 Restrictions on Advertising

- 14.1 The Interested party must not, at any time during this EOI process or subsequently, publish any statement (by means of advertisement or otherwise) making any reference to Finance in connection with this EOI process or any ensuing Contract, without first having obtained Finance's agreement in writing.

15 Interested party Conduct

False and Misleading Claims

- 15.1 Each Interested party should note that giving false or misleading information to Finance is a serious offence under Division 137 of the *Criminal Code 1995* (Cth).

Anti-competitive conduct

- 15.2 Each Interested Party and its respective officers, employees, agents and advisors must not engage in any collusive/anti-competitive conduct, coercive conduct or any other similar conduct that contravenes any laws with any other Interested party or any other person in relation to the preparation or lodgement of its Submission.

Unlawful Inducements

- 15.3 Each Interested Party and its respective officers, employees, agents or advisers must not violate any applicable laws or Commonwealth policies regarding the offering of inducements in connection with the preparation of its Submission.

Improper Assistance

- 15.4 Interested Parties must not communicate with nor solicit information concerning or directly relating to this EOI from employees, consultants, contractors, or former employees, consultants or contractors of Finance, other than the Contact Officer.

16 Compliance with Relevant Legislation

- 16.1 Respondents will be required to ensure on a continuing basis throughout the EOI process that the Respondent and Respondent's personnel, and as far as practicable, its sub-contractors or sub-consultants, engaged directly or indirectly, comply with all relevant laws and Commonwealth policies. Any resultant deeds will include provisions to this effect and all Respondents must inform themselves about which laws and

policies may be applicable. Finance reserve the right to request evidence of compliance with any particular laws and Commonwealth policies from any Respondent.

17 Workplace Gender Equality

- 17.1 Tenderers should note that the Respondent's Declaration at **Attachment H** (Respondent's Declaration), contains a declaration as to whether or not the Interested Party has been named as not complying with the *Workplace Gender Equality Act 2012* (Cth).
- 17.2 If at the Tender Closing Time, the Interested party, or any other party the Interested party proposes to deliver any Services, is currently named as not complying with that Act, its submission will not be considered unless within 14 days from the Submission Closing Time, the Interested party produces to Finance written confirmation from the Workplace Gender Equality Agency that the Interested party, or any other party the Interested party proposes to deliver any Services, currently complies with the *Workplace Gender Equality Act 2012* (Cth).
- 17.3 Each Interested party should obtain, and will be deemed to have obtained, its own advice on the impact of this legislation on its participation in this EOI process.

18 Privacy

- 18.1 Interested Parties are advised that it is Commonwealth policy to ensure that there is no loss of privacy protection when a Commonwealth body contracts for the delivery of services.
- 18.2 Each Interested Party should also be aware that, under the *Privacy Act 1988* (Cth), there is a national scheme providing, through codes of practice adopted by private sector organisations and the National Privacy Principles, for the appropriate collection, holding, use, correction, disclosure and transfer of personal information by private sector organisations.
- 18.3 Each Interested Party should obtain, and will be deemed to have obtained, its own advice on the impact of the *Privacy Act 1988* (Cth) on its participation in this EOI process.

19 Freedom of Information

- 19.1 The attention of Interested Parties is drawn to the Freedom of Information Act 1982 (Cth) ("FOI Act"), which gives members of the public right of access to documents in the possession of the Commonwealth and its agencies.
- 19.2 The FOI Act extends as far as possible the right of the community to access documents in the possession of the Commonwealth, limited only by exceptions and exemptions necessary for the protection of essential public interests and the private and business affairs of persons in respect of whom information is collected and held by departments, agencies and public authorities.
- 19.3 Each Interested Party should obtain, and will be deemed to have obtained, its own advice on the impact of this and all other relevant legislation on its participation in this EOI process.

20 Auditor-General

- 20.1 The Auditor-General has statutory powers to obtain information. The *Auditor General Act 1997* (Cth) provides the Auditor-General or an authorised person with the power to require access to information, documents and records, at all reasonable times.
- 20.2 Each Interested Party should obtain, and will be deemed to have obtained, its own advice on the impact of this legislation on its participation in this EOI process.

21 Subcontractors

- 21.1 It is the Interested Parties responsibility to obtain the subcontractor's agreement to the disclosure of their information.

22 Finance Employee Entitlements Policy

- 22.1 To ensure that the Commonwealth only contracts with suppliers who meet legal obligations to employees, Finance will not enter into the deed or any contract with suppliers who have judicial decisions against them in relation to employee entitlements that have not been paid.
- 22.2 Should a Respondent be invited to participate in the RFT stage, the tenderer's Declaration contains a requirement that before entering into a deed or any contract, the tenderer will provide Finance with a Declaration stating that they do not have any judicial decisions against them in relation to any employee entitlements that have not been paid.
- 32.3 Each Respondent should obtain, and will be deemed to have obtained, its own advice on the impact of this legislation on its participation in this EOI process.

33 Australian Government Fair Work Principles

- 33.1 Respondents should note that the Australian Government Fair Work Principles apply to this procurement. More information on the Fair Work Principles and their associated User Guide can be found at www.deewr.gov.au/fairworkprinciples.
- 33.2 In particular Respondents should note that in accordance with the Fair Work Principles Australian Government agencies **will not** enter into a contract with a tenderer who:
- a. fails, when required by the Commonwealth, to confirm it understands and complies with all relevant workplace relations law, occupational health and safety law, or workers' compensation law;
 - b. is subject to an order from any Court or Tribunal decisions relating to a breach of workplace relations law, occupational health and safety law, or workers' compensation law with which the tenderer has not fully complied or is not fully complying;
 - c. has a Fair Work Act 2009 agreement that was made on or after 1 January 2010 that does not include genuine dispute resolution procedures; and
 - d. fails to provide information when requested by Finance relevant to their compliance with the Fair Work Principles.

33.3 For the purposes of clause 33.2

- a) a genuine dispute resolution procedure is one which provides each of the following processes to resolve workplace disputes:
 - I. the ability for employees to appoint a representative in relation to the dispute;
 - II. in the first instance procedures to resolve the dispute at the workplace level;
 - III. if a dispute is not resolved at the workplace level, the capacity for a party to the dispute to refer the matter to an independent third party for mediation or conciliation; and
 - IV. if the dispute is still not resolved, the capacity for an independent third party to settle the dispute via a decision binding on the parties.
- b) a decision or order with which the Respondent has not fully complied or is not fully complying includes any relevant penalty or order of a Court or Tribunal, but It does not extend to infringement notices issued by workplace inspectors or a provisional improvement notice issued by an occupational health and safety inspector, or those instances where a penalty or a requirement has been imposed but the period for payment/compliance has not expired

34 Responsibility for Submission Costs

34.1 Participation in any stage of this EOI process, or in relation to any matter concerning this EOI, will be at each Interested Parties sole risk, cost and expense. Finance will not be responsible in any circumstance for any costs or expenses incurred by any Interested Party in preparing or lodging its Submission, or in respect of any discussions, negotiations, enquiries in relation to taking part in this EOI process or any work undertaken by the Interested Party after its Submission is lodged.

35 Applicable Law

35.1 The law of the Australian Capital Territory will be the applicable law for this EOI, and the EOI process. Each Interested Party must comply with all relevant laws in preparing and lodging its Submission and in taking part in the EOI process.

36 Reservation of Finance's Rights

36.1 Without limiting its rights at law or otherwise, Finance reserves the following rights (subject to them being exercised in a manner that is consistent with the Commonwealth Procurement Rules) to:

- a) change the structure and timing of this EOI process;
- b) vary or extend any time or date in this EOI at any time and for such period as Finance in its absolute discretion considers appropriate;
- c) vary this EOI process or any part of it;
- d) require additional information or clarification from any Interested Party or anyone else or provide additional information or clarification;
- e) reject any Late Submission;

- f) add to, alter, delete or exclude any part of the Services to be provided to Finance, provided that Finance allows adequate time for Interested parties to modify and re-lodge their initial Submissions;
- 36.2 Any time or date in this EOI is for the sole convenience of Finance. The establishment of a time or date in this EOI does not create an obligation on the part of Finance to take any action or a right in any Interested Party to require any action to be taken on the date established.
- 36.3 Finance will notify affected Interested Parties if Finance exercises any of its rights in **clause 36** but will not be obliged to provide any reasons for its actions.

37 AusTender, the Australian Government Tender System

- 37.1 AusTender is the Australian Government's procurement information system. Access to and use of AusTender is subject to terms and conditions. In participating in this EOI process, Tenderers must comply with those terms and conditions and any applicable instructions, processes, procedures and recommendations as advised on AusTender at: <https://www.tenders.gov.au/?event=public.termsOfUse>.
- 37.2 All queries and requests for technical or operational support must be directed to:
AusTender Help Desk
Telephone: 1300 651 698
International: +61 2 6215 1558
Email: tenders@finance.gov.au
The AusTender Help Desk is available between 9am and 4pm ACT Local Time, Monday to Friday (excluding ACT and national public holidays).

38 Electronic Lodgement

- 38.1 Tender responses must be lodged electronically via AusTender before the Closing Time and in accordance with the tender response lodgement procedures set out in this EOI documentation and on AusTender.

39 Tender Closing Time and Date

- 39.1 Tender responses must be lodged before 2:00pm Canberra local time on 15 September 2017 (Closing Time).
- 39.2 The Closing Time will also be displayed in the relevant AusTender webpage together with a countdown clock that displays in real time the amount of time left until Closing Time (For more information please see AusTender Terms of Use). For the purposes of determining whether a tender response has been lodged before the Closing Time, the countdown clock will be conclusive.

40 Preparing to Lodge a Tender Response

Tender File Formats, Naming Conventions and Sizes

- 40.1 Finance will accept tender responses lodged in Microsoft Word and/or Excel (compatible with Microsoft 2007) or PDF format (compatible with Adobe Reader 10).
- 40.2 The tender response file name/s:
EOI for Parliamentary Expenses Management System

- (a) should incorporate the tenderer's company name; and
- (b) should reflect the various parts of the bid they represent, where the tender response comprises multiple files.

40.3 Tender response files must not exceed a combined file size of 40 megabytes per upload.

41 Tender responses must be completely self-contained. No ['hyperlinked'](#) or other material may be incorporated by reference.

42 Scanned or Imaged Material, including Statutory Declarations

42.1 In the event that a Tendering Agency require clarification of the Tenderer's tender response, the Tenderer may be required to courier or security post the originals of the signature and/or initialled pages to Finance at the address specified at clause 12 within 2 business days of the Closing Time and date specified in clause 2.

43 Lodging a Tender Response

Tender responses must be lodged electronically, via AusTender before the Closing Time and in accordance with the tender response lodgement procedures set out in this EOI documentation and on AusTender.

ATTACHMENT E – Evaluation of EOIs

44 Assessment of EOIs

- 44.1 EOIs which have not been excluded from consideration by Finance will be evaluated by Finance in accordance with the process and evaluation criteria described in clause 45 to identify a shortlist of respondents to participate in the subsequent RFT process.

45 Step 1 - Initial screening assessment

- 45.1 Each submission lodged with Finance in response to this EOI will be initially assessed to ensure that the submission:
- a) satisfies the minimum content and format requirements set out in **Attachment B** of this EOI (if any)
 - b) satisfies the conditions for participation in **Attachment A** (if any); and
 - c) is not subject to any condition or requirement which is contrary to the requirements of this EOI.
- 45.2 Subject to clarification of unintentional errors of form, Finance will exclude any EOI which fails to satisfy the minimum content and format requirements or conditions for participation. Finance may otherwise consider incomplete, non-compliant or non-competitive EOIs and/or seek clarification from Respondents.

46 Step 2 - Assessment against evaluation criteria

- 46.1 EOIs that have satisfied the initial screening assessment will be assessed against the evaluation criteria detailed in **Attachment G**.

47 Step 3 - short Listing

- 47.1 Subject to clause 35 (Reservation of Finance's Rights), a shortlist of Respondents will be determined on the basis of the evaluation criteria detailed in clause 45.

48 Notification to Respondents

- 48.1 Finance will notify each Respondent of each EOI evaluated under clause 45 on the outcome of the evaluation.
- 48.2 Successful Respondents will be notified of their acceptance to participate in the RFT stage of the selection process after delegate approval has been obtained.
- 48.3 Unsuccessful Respondents will be advised in writing as soon as practicable after delegate approval. Notification to unsuccessful Respondents will include an offer for a verbal debriefing if requested.
- 48.4 Respondents requiring a debriefing should contact the Contact Officer specified in clause 6. Respondents will be debriefed against the evaluation criteria contained in

clause 45. In accordance with Commonwealth policy, a Respondent will not be provided with information concerning other Respondents. No comparisons with other EOIs will be made.

ATTACHMENT F - COVER SHEET FOR SUBMISSION

Department of Finance

Request for Expressions of Interest for a Parliamentary Expenses Management System

FIN/xxx/17/Eoi

Submission Closing Time: 2:00pm Canberra local time on 15 September 2017
Submission Lodgement: Submissions are to be lodged electronically via AusTender, at <https://www.tenders.gov.au> before the Tender Closing Time

Name of Interested Party:

ACN/ ABN:

Street Address:

Postal Address:

Name of Contact:

Email of Contact:

Telephone of Contact:

Facsimile of Contact:

Internet Address of Contact:

Note the Contact Person should be a person who is easily contactable via telephone, facsimile or e-mail to answer queries in relation to the Submission on a day-to-day basis.

ATTACHMENT G – ASSESSMENT CRITERIA

Draft EOI Comments

Please provide comment on the evaluation and assessment criteria, including if you feel that the criteria is too restrictive or the weighting is unbalanced.

Finance will evaluate each EOI response utilising the Evaluation Criteria set out in the table below.

No.	Criteria	Details	Weighting
1	Extent to which the Respondent is able to evidence the supply of a PEMS solution as required.	Extent to which the Respondent can meet the requirements detailed in Attachment C	50%
2	Extent to which the Respondent demonstrates proven experience, successful previous delivery and capability in the supply of a PEMS solution as specified.	Extent to which the Respondent can provide evidence of having previously successfully provided a PEMS solution of the type that closely aligns with Finances requirements.	30%
3	Extent to which the respondents proposed indicative pricing is transparent and predicable and enables Finance to gauge total cost of ownership (TCO) for the solution.	Extent to which the Respondent can provide indicative pricing on the solution, including all components to give Finance an indication of TCO.	20%

The following scale will be used for assessing the submissions against each of the evaluation criteria. A “0-5” rating system will be used to differentiate between responses to questions at various compliance levels.

Description	Rating
<p>Very Good: The offer satisfies the selection criterion in all respects. The evaluator has complete certainty and without reservation, that the Service Provider will be able to meet the required standard at the highest level. The Service Provider's claims are fully supported by the information provided. The supporting information is comprehensive and complete.</p>	5
<p>Good: The offer satisfies the selection criterion in all respects. The evaluator has no reason to believe that the Service Provider will not meet the required standard. The Service Provider's claims are fully supported by the information provided. Supporting information is comprehensive and complete.</p>	4
<p>Satisfactory: The offer satisfies the selection criterion to an acceptable degree. There are some minor deficiencies and shortcomings in the scope and detail of the supporting information and the evaluator has some reservations regarding the complete satisfaction of the required standard.</p>	3
<p>Marginal: The offer has some short comings and does not fully satisfy the selection criterion. There are some deficiencies in the scope and detail of the supporting information and the evaluator has some reservations regarding the Service Provider's ability to satisfy the required standard.</p>	2
<p>Poor: The offer barely satisfies, or does not satisfy, the selection criterion. There are major deficiencies in the scope and detail of the supporting information and the evaluator has significant reservations regarding the Service Provider's ability to satisfy the required standard.</p>	1
<p>Not Compliant: The offer does not satisfy the selection criterion. There are major deficiencies in all aspects of the supporting information and the evaluator considers that the Service Provider has not satisfied the required standard.</p>	0

ATTACHMENT H – RESPONDENT’S DECLARATION

Respondent's Declaration

I.....[na
me]

of.....[addr
ess]

an authorised officer
of.....[organisation]

ACN/ABN.....

.....

(Respondent)

do solemnly and sincerely declare as follows: -

- 1. I am authorised by the Respondent to make this declaration on behalf of the Respondent.
- 2. The Response to which this statutory declaration is appended (**Response**) has not been prepared with the benefit of:
 - (a) information obtained from a current or former officer or employee of the Commonwealth of Australia (**Commonwealth**) in circumstances that constitute a breach of confidentiality or fidelity on the part of that person or a breach of section 70 or 79 of the *Crimes Act 1914* (Cth) or the Public Service Regulations; or
 - (b) information otherwise improperly obtained from Finance or any other department or agency of the Commonwealth.
- 3. The information contained in the Response is true and correct.
- 4. The Respondent acknowledges that Finance will not enter into contracts with suppliers who have had a judicial decision against the Respondent (not including decisions under appeal) in relation to employee entitlements where the Respondent has not paid the claim.

The Respondent warrants and undertakes that:

- (a) before entering into any contract, the Respondent will provide Finance with a Declaration stating that they do not have any judicial decisions against them in relation to any employee entitlements that have not been paid.

5. The Respondent through its officers, employees or agents, has not attempted and will not attempt, to influence improperly any officer or employee of Finance in connection with the assessment of the Response.
6. The Respondent warrants and undertakes that:
 - (a) It complies with the Conditions for Participation (as applicable);
 - (b) apart from any existing conflict of interest set out in the Response at the date of submitting this Response, no conflict of interest, including any perceived conflict of interest, exists concerning itself or a related entity affecting the performance of the Services should it be successful with its Response;
 - (c) if, before finalisation of the EOI process a conflict of interest, including any perceived conflict of interest, arises concerning itself or a related entity, the Respondent will notify Finance immediately in writing of that conflict or risk of conflict; and
 - (d) it has, or will be able to obtain, the skills and resources likely to be required to properly perform the Services.
7. The Respondent or any party proposed by the Respondent to deliver any Services to Finance, *has / has not* been named under the *Workplace Gender Equality Act 2012* (Cth). – (**Clause 28** of the Terms and Conditions of the EOI).
* delete as applicable
8. The Respondent understands and/or has taken appropriate advice on the Response process and its requirements and, subject to any matter specified in the Statement of Compliance in the Response, agrees to all conditions, including without limitation obligations and acknowledgments, included in this EOI.
9. The Respondent warrants that:
 - (a) it will not, in negotiating the terms of any Contract with Finance, depart from the information it has provided or statements or claims it has made in its Response; and
 - (b) it will keep confidential all communications taking place between the Respondent and Finance in the negotiation of the terms of any Contract with Finance.
10. The Respondent hereby consents to and authorises Finance and its officers, employees, agents or advisers to:
 - (a) undertake such confidential references, probity and credit checks as Finance considers appropriate; and
 - (b) seek any financial information required for the purpose of establishing the financial viability of the Respondent.
11. The Respondent agrees to provide at the Respondent's expense reasonable assistance to Finance to assist it in any checking they wish to have undertaken under the EOI or in respect of the Response.
12. The Respondent will, after lodgement of its Response, promptly notify Finance of any changes to:
 - (a) its corporate structure;
 - (b) its ownership structure; or

- (c) the basis upon which it will have access to the necessary skills, resources, or corporate or financial backing to deliver the Services as proposed under the Contract attached to the EOI.

13. If a change under **clause 12** above alters any of the information or assurances that the Respondent has given in the Response or that I have given in this Declaration or otherwise, the Respondent will immediately:

- (a) notify Finance in writing of the change;
- (b) identify with specificity (including the relevant page, section, clause, schedule, exhibit and other like reference to the Response, and any other material and information provided to Finance), all such information and assurances; and
- (c) state in detail the alterations to such information and assurances required by such change.

I understand that a person who intentionally makes a false statement in a statutory declaration is guilty of an offence under section 11 of the *Statutory Declarations Act 1959* (Cth), and I believe that the statements in this declaration are true in every particular.

(1).....
.....

Declared at the day of
20.....

before
me.....(2)

- (1) Signature of the person making the declaration.
- (2) Signature and title of the person before whom the declaration is made who must be a prescribed person within the meaning of the *Statutory Declaration Regulations 1993* (Cth).

Note 1 A person who intentionally makes a false statement in a statutory declaration is guilty of an offence, the punishment for which is imprisonment for a term of 4 years – see section 11 of the *Statutory Declarations Act 1959* (Cth).

Note 2 Chapter 2 of the *Criminal Code* applies to all offences against the *Statutory Declarations Act 1959* (Cth) – see section 5A of the *Statutory Declarations Act 1959* (Cth).

ATTACHMENT I – PRICING

Draft EOI Comments

Please advise if you have an alternative costing model that will provide enhanced tender quality pricing for the second pass business case.

Establishment and Annual Pricing Table by Core Capability

Respondents are requested to provide a percentage breakdown of the price per Core Capability to deliver all or part of the PEMS solution. The breakdown should reflect:

- the percentage to establish the core capability
- the percentage for the ongoing annual price per core capability over a five year period

Core Capability	% of Establishment Price	% of Ongoing Annual Price
C1 – Human Resource Mgt		
C2 – Payroll Mgt		
C3 – Financial Mgt		
C4 – Work Expenses Mgt and Processing		
C5 – Web Portal & Content Mgt		
C6 – Customer Relationship Mgt		
C7 – Workflow Mgt		
C8 – Reporting and Data Visualisation		
C9 – Smart Forms		
C10 – Document & Records Mgt		
C11 – Identify & Access Mgt		
C12 – Systems Integration Services		
C13 – Data Services		
C14 – Location Intelligence		
C15 – Fleet Reservation & Allocation		

Establishment and Annual Cost - % Breakdown

Respondents are requested to provide a:

- percentage breakdown of the total price attributable to establishment activities
- percentage breakdown the total price attributable to annual ongoing charges over a five year period.

% of Total Price attributable to Establishment activities	% of Total Price attributable to annual ongoing charges (over 5 year period)

Cost Breakdown Per User

Respondents are requested to provide the Establishment and Annual ongoing cost per user aligned with the thresholds identified.

In this example, **Establishment** costs are **\$700** per day per user and **Annual** ongoing costs per user are **\$200** per annum.

Threshold	Establishment Per User	Annual Cost Per User
\$0 to \$250		X
\$251 to \$500		
\$501 to \$750	X	
\$751 to \$1,000		
\$1,000 to \$1,250		
\$1,251 to \$1,500		
\$1,501 to \$2,000		
\$2,001 to \$2,500		
\$2,501 to \$3,000		

