



22 March 2024

Committee Secretary
Joint Committee of Public Accounts and Audit
PO Box 6021
Parliament House
Canberra ACT 2600

Dear Committee Secretary

Inquiry into procurement at Services Australia and the National Disability Insurance Agency

We refer to your email of 7 February 2024 and the additional information requested by the Joint Committee of Public Accounts and Audit (**Committee**) and our mail of today.

Salesforce appreciates the additional time afforded by the Committee for Salesforce to review its records.

Salesforce has responded to the Committee's additional questions based on its understanding of those questions and the records and information available to it as at the date of this letter, noting there have been time and access constraints in locating and collating this information.

Salesforce's further responses and annexure are enclosed. The annexure is confidential and should be kept confidential and not published. The annexure contains sensitive, private information.

Please do not hesitate to contact me should the Committee wish to discuss Salesforce's response in further detail.

Yours sincerely

A solid black rectangular box used to redact the signature of the sender.

Sassoon Grigorian
Vice President, Government Affairs & Public Policy, Asia Pacific



Joint Committee of Public Accounts and Audit Inquiry into procurement at Services Australia and the National Disability Insurance Agency Public Hearing –20 November 2023

Salesforce's answers to supplementary questions on notice

Date set by the Committee for the return of answer: 16 February 2024

- 8. In relation to Question 8, please provide the date on which Synergy 360 proposed the inclusion of a success fee.**

Synergy 360 proposed the inclusion of a success fee to Salesforce on or around 12 June 2019 and 10 January 2020.

- 9. In relation to Question 16, the response contains a qualifier "in relation to the NDIA tender". This was not the question asked. Please answer the question asked.**

Please also provide specific details of any meetings organised by Synergy 360 with either the NDIA or the Minister since January 2019 until now and any related corporate records including emails, meeting invitations, briefs and notes / records of discussions.

Based on our records, we are not able to conclusively say that Synergy 360 sought to arrange meetings with Stuart Robert or the NDIA.

Stuart Robert may have initiated or requested the meetings on 4 June 2019, 12 June 2019, and 30 September 2020.

Salesforce previously disclosed details of these three meetings to the JCPAA in its response to the questions taken on notice dated 8 December 2023.

Questions relating to who organised these meetings may be best directed to Stuart Robert and Synergy 360.

Based on our records, we are not able to conclusively say that Synergy 360 organised meetings with any other government departments on Salesforce's behalf.

- 24. In relation to Question 24 in relation to hospitality, the question asked to "Make sure that includes anyone during those tender processes or proximate to" whereas the answer is restricted to "during either of the open tender processes". Please answer the question without the qualifier.**

Further, in light of the public hearing with the NDIA and ongoing interest in issues of hospitality or gifts to NDIA officials (including staff and contractors), please provide



full details of any hospitality and / or gifts offered or provided to NDIA officials from 1 January 2019 until the present. This should include dates, details of invitations (accepted or declined) and gifts (accepted or declined) and name(s) of recipient(s). Given Code of Conduct investigations that are presently underway within the NDIA the Committee will not publish this material without consultation with the NDIA CEO and will not take any action which may prejudice or impact internal investigations but requires this information to be provided by Salesforce.

Based on records Salesforce has been able to review in the time available and presently known information, Salesforce has prepared **Confidential Annexure E**, which contains details of hospitality and / or gifts offered or provided to NDIA officials from 1 January 2019 until the present. This annexure includes dates, details of invitations (accepted or declined), gifts (accepted or declined) and our present understanding of the recipient(s) from the NDIA. For privacy and wellbeing reasons, the column referring to the names of the NDIA representatives will be redacted and we intend to refer to them on an anonymised basis. The annexure also includes an estimate of the average per person value of the gift, benefit or hospitality.

Salesforce regularly runs events and webinars for its customers, which do not involve the provision of gifts, benefits and hospitality. For example, in 2021 Salesforce ran “Salesforce Live: Australia & New Zealand”, which are online watch on-demand sessions with special guests and roundtables. Details of this event can be found online at <https://www.salesforce.com/au/events/sflive21/anz/overview/>. Invitations were sent for these events and similar webinars and events to NDIA staff from 2019 to 2023. Please let us know if you require a listing of these events and webinars.

Business and project discussions, as well as team introductions and rapport building, were undertaken during the events listed. Salesforce notes that in 2020 and 2021, severe lockdown restrictions were in operation in Victoria. This resulted in office closures and it was difficult to work with clients in offices and build team relationships needed for delivery of a successful project.

Salesforce wishes to clarify one of our 8 December 2023 responses. Based on our review of employee records at that time, we informed the Committee that we did not provide hospitality or anything of a pecuniary value to NDIA executives or decision makers during either of the open tender processes for the Customer Relationship Management (**CRM**) procurement. We have since become aware of records that indicate that an employee, who was not part of the sales team involved with the procurement, met with two NDIA officials on 2 August 2019 and 30 August 2019, and again met with two NDIA officials on 29 January 2020. On these occasions, the estimated per person spend was \$40 or less. This employee left Salesforce in September 2020.

We would be pleased to liaise on the above matters should the Committee Secretariat have any further queries.

No.	Date	Details of hospitality / gifts / invitations	Accepted / declined	Name(s) of recipient(s) from NDIA	Estimated value of hospitality / gifts per person (\$AUD)
1	Thursday, 21 March 2019	Food/beverages at The Duke	Accepted	[REDACTED]	\$13.00
2	Thursday, 21 March 2019	Food/beverages at Yak Italian Kitchen & Bar	Accepted	[REDACTED]	\$3.50
3	Friday, 5 April 2019	Food/beverages at Treviso Restaurant	Accepted	[REDACTED]	\$73.08
4	Thursday, 16 May 2019	Food/beverages at Sons of Mary	Accepted	[REDACTED]	\$29.75
5	Friday, 7 June 2019	Golf and lunch at Kingston Heath Golf Club	Accepted	[REDACTED]	\$171.75
6	Tuesday, 16 July 2019	Coffee/meal at Strozzii Cafe Restaurant	Accepted	[REDACTED]	\$16.50
7	Monday, 22 July 2019	Food/beverages at Sons of Mary	Accepted	[REDACTED]	\$28.00
8	Friday, 2 August 2019	Drinks at Natural History Bar	Accepted	[REDACTED]	\$40.33
9	Friday, 30 August 2019	Drinks at Natural History Bar	Accepted	[REDACTED]	\$12.00
10	Thursday, 19 September 2019	Drinks at Sons of Mary	Accepted	[REDACTED]	\$25.00
11	Friday, 4 October 2019	Drinks/lunch at Kingston Heath Golf Club	Accepted	[REDACTED]	\$38.51
12	Thursday, 17 October 2019	Drinks at Sons of Mary	Accepted	[REDACTED]	\$36.17
13	Monday, 21 October 2019	Lunch at Il Solito Posto	Accepted	[REDACTED]	\$42.83
14	Wednesday, 29 January 2020	Food/beverages at Sons of Mary	Accepted	[REDACTED]	\$33.30
15	Thursday, 28 May 2020	Food/beverages at Waterford Golf Course	Accepted	[REDACTED]	\$8.46
16	Monday, 8 June 2020	Food/beverages at Wine Larder	Accepted	[REDACTED]	\$20.00
17	Thursday, 18 June 2020	Lunch at Cicciolina, and taxi	Accepted	[REDACTED]	\$230.81
18	Thursday, 16 July 2020	Golf at Kingston Heath	Cancelled	[REDACTED]	n/a
19	Friday, 30 October 2020	Drinks at Aromi Restaurant	Accepted	[REDACTED]	\$180.83
20	Tuesday, 1 December 2020	Lunch at Kingston Heath Golf Club	Accepted	[REDACTED]	\$57.23
21	Thursday, 3 December 2020	Dinner at Vue De Monde, and taxi	Accepted	[REDACTED]	\$531.33
22	Wednesday, 16 December 2020	Taxi	Accepted	[REDACTED]	\$25.00
23	Thursday, 17 December 2020	Dinner at Punch Lane Wine Bar & Restaurant	Accepted	[REDACTED]	\$113.22
24	Thursday, 24 December 2020	Golf at National Golf Club	Accepted	[REDACTED]	\$105.00
25	Tuesday, 23 February 2021	Drinks at Rex Hotel	Accepted	[REDACTED]	\$18.33
26	Tuesday, 23 February 2021	Dinner at Raku Dining*	Accepted	[REDACTED]	\$181.50
27	Tuesday, 23 March 2021	Coffee at Collins Place News	Accepted	[REDACTED]	\$2.10
28	Tuesday, 23 March 2021	Coffee at Pope Joan	Accepted	[REDACTED]	\$5.30

No.	Date	Details of hospitality / gifts / invitations	Accepted / declined	Name(s) of recipient(s) from NDIA	Estimated value of hospitality / gifts per person (\$AUD)
29	Monday, 29 March 2021	Dinner at Seamstress	Accepted	[REDACTED]	\$82.31
30	Thursday, 1 April 2021	Coffee at Strozzi Cafe Restaurant	Accepted	[REDACTED]	\$5.88
31	Thursday, 1 April 2021	Coffee at 367 Collins Street	Accepted	[REDACTED]	\$3.95
32	Monday, 5 April 2021	Drinks at Sandringham Golf Course	Accepted	[REDACTED]	\$16.00
33	Thursday, 8 April 2021	Golf at National Golf Club	Accepted	[REDACTED]	\$105.00
34	Wednesday, 21 April 2021	Coffee at 367 Collins Street	Accepted	[REDACTED]	\$4.15
35	Wednesday, 21 April 2021	Coffee at Pope Joan	Accepted	[REDACTED]	\$4.80
36	Sunday, 25 April 2021	Meals at Kingston Heath Golf Club	Accepted	[REDACTED]	\$38.33
37	Wednesday, 5 May 2021	Coffee at 367 Collins Street	Accepted	[REDACTED]	\$4.15
38	Friday, 7 May 2021	Lunch and drinks at Mya Tiger, and taxi	Accepted	[REDACTED]	\$319.99
39	Wednesday, 12 May 2021	Coffee at Kings and Knives	Accepted	[REDACTED]	\$10.17
40	Wednesday, 12 May 2021	Food ordered from Schnitz for office catering	Accepted	[REDACTED]	\$25.30
41	Wednesday, 26 May 2021	Dinner at Tonka	Accepted	[REDACTED]	\$323.22
42	Friday, 18 June 2021	Drinks and food at Sidebar Sandringham	Accepted	[REDACTED]	\$87.50
43	Friday, 9 July 2021	Golf and food/drinks at National Golf Club	Accepted	[REDACTED]	\$98.10
44	Friday, 16 July 2021	Hoodies for NDIA team and vest	Accepted	For hoodies: Unable to be determined For vest: [REDACTED]	Hoodies: \$128 Vest: \$62
45	Tuesday, 20 July 2021	Salesforce snack basket for an ANZ Professional Services virtual breakfast	Accepted	[REDACTED]	\$32.00
46	Friday, 29 July 2022	Invitation to Gartner Symposium	Declined	[REDACTED]	n/a
47	Wednesday, 15 September 2021	Drinks at Brown Cow	Accepted	[REDACTED]	\$18.00
48	Saturday, 9 October 2021	Golf balls (x 6)	Accepted	[REDACTED]	\$37.00
49	Saturday, 23 October 2021	Invitation to golf on Tuesday, 26 October 2021	Declined	[REDACTED]	n/a
50	Thursday, 28 October 2021	Salesforce snack basket for a virtual customer event	Accepted	[REDACTED]	\$32.00
51	Thursday, 28 October 2021	Taxi	Accepted	[REDACTED]	\$80.00
52	Monday, 1 November 2021	Invitation to golf on Friday, 5 November 2021	Declined	[REDACTED]	n/a
53	Thursday, 11 November 2021	Breakfast at Merrymen Cafe	Accepted	[REDACTED]	\$15.75
54	Friday, 12 November 2021	Lunch at Mya Tiger	Accepted	[REDACTED]	\$179.42
55	Thursday, 18 November 2021	Drinks at Sandringham Golf Course	Accepted	[REDACTED]	\$7.00
56	Wednesday, 1 December 2021	Golf and food at National Golf Club	Accepted	[REDACTED]	\$161.20
57	Wednesday, 8 December 2021	Drinks at Bar Americano, and taxi	Accepted	[REDACTED]	\$102.00

No.	Date	Details of hospitality / gifts / invitations	Accepted / declined	Name(s) of recipient(s) from NDIA	Estimated value of hospitality / gifts per person (\$AUD)
58	Monday, 13 December 2021	Coffee at 367 Collins Street	Accepted	[REDACTED]	\$5.26
59	Monday, 13 December 2021	Lunch at Supernormal	Accepted	[REDACTED]	\$98.89
60	Thursday, 23 December 2021	Golf and lunch at National Golf Club	Accepted	[REDACTED]	\$123.90
61	Tuesday, 18 January 2022	Invitation to Trans Tasman Business Circle Luncheon	Declined	[REDACTED]	n/a
62	Wednesday, 19 January 2022	Drinks at Botanical Hotel	Accepted	[REDACTED]	\$10.84
63	Wednesday, 19 January 2022	Dinner at Matilda, and taxi	Accepted	[REDACTED]	\$357.03
64	Friday, 21 January 2022	Golf and food/drinks at Kingston Heath Golf Club	Accepted	[REDACTED]	\$134.80
65	Friday, 11 February 2022	Drinks at Metung Hotel**	Accepted	[REDACTED]	\$17.25
66	Tuesday, 1 March 2022	Coffee at Strozzi Cafe Restaurant	Accepted	[REDACTED]	\$2.00
67	Tuesday, 1 March 2022	Drinks and food at Bistrot d'Orsay	Accepted	[REDACTED]	\$97.25
68	Wednesday, 2 March 2022	Dinner at Molto Italian	Accepted	[REDACTED]	\$141.33
69	Friday, 4 March 2022	Golf at Kingston Heath Golf Club	Accepted	[REDACTED]	\$127.00
70	Sunday, 6 March 2022	Golf balls (x 12)	Accepted	[REDACTED]	\$75.00
71	Monday, 14 March 2022	Golf at National Golf Club	Accepted	[REDACTED]	\$165.60
72	Thursday, 7 April 2022	Taxi	Accepted	[REDACTED]	\$50.00
73	Thursday, 7 April 2022	Taxi	Accepted	[REDACTED]	\$111.68
74	Thursday, 28 April 2022	Drinks at Brown Cow	Accepted	[REDACTED]	\$41.00
75	Tuesday, 10 May 2022	Lunch at Graham Hotel	Accepted	[REDACTED]	\$106.47
76	Tuesday, 24 May 2022	Breakfast at Merrymen Cafe	Accepted	[REDACTED]	\$16.50
77	Wednesday, 1 June 2022	Lunch at Stokehouse Restaurant	Accepted	[REDACTED]	\$214.42
78	Monday, 13 June 2022	Golf at Kingston Heath Golf Club	Accepted	[REDACTED]	\$129.00
79	Sunday, 19 June 2022	Drinks at Sandringham Golf Course	Accepted	[REDACTED]	\$11.75
80	Tuesday, 21 June 2022	Dinner at Gimlet at Cavendish House	Accepted	[REDACTED]	\$150.00
81	Wednesday, 22 June 2022	Coffee at Gunnii	Accepted	[REDACTED]	\$4.00
82	Thursday, 23 June 2022	Lunch at 7 Grams	Accepted	[REDACTED]	\$11.81
83	Tuesday, 28 June 2022	Food/beverages at Max on Hardware	Accepted	[REDACTED]	\$40.72
84	Friday, 1 July 2022	Drinks at Sandy Golf Links	Accepted	[REDACTED]	\$19.50
85	Saturday, 2 July 2022	Golf bag	Declined	[REDACTED]	n/a
86	Wednesday, 20 July 2022	Food/beverages at Pillar of Salt	Accepted	[REDACTED]	\$8.00
87	Thursday, 21 July 2022	Lunch at Pillar of Salt	Accepted	[REDACTED]	\$33.67
88	Thursday, 11 August 2022	Dinner at Chancery Lane	Accepted	[REDACTED]	\$286.87
89	Friday, 12 August 2022	Golf and lunch at Kingston Heath Golf Club	Accepted	[REDACTED]	\$162.52

No.	Date	Details of hospitality / gifts / invitations	Accepted / declined	Name(s) of recipient(s) from NDIA	Estimated value of hospitality / gifts per person (\$AUD)
90	Tuesday, 30 August 2022	Food/beverages at Pillar of Salt	Accepted	[REDACTED]	\$22.00
91	Thursday, 22 September 2022	Golf at National Golf Club	Accepted	[REDACTED]	\$176.17
92	Friday, 30 September 2022	Drinks at Sir Stamford at Circular Quay	Accepted	[REDACTED]	\$38.92
93	Friday, 21 October 2022	Dinner/drinks at Bar Carolina, and taxi	Accepted	[REDACTED]	\$488.00
94	Friday, 28 October 2022	Dinner at Tonka	Accepted	[REDACTED]	\$241.27
95	Tuesday, 8 November 2022	Dinner at Il Bacaro	Accepted	[REDACTED]	\$181.25
96	Sunday, 13 November 2022	Drinks at Sandringham Golf Course	Accepted	[REDACTED]	\$10.20
97	Friday, 25 November 2022	Hoodies for NDIA team	Accepted	Unable to be determined	\$80.97
98	Friday, 2 December 2022	Lunch at Cicciolina	Accepted	[REDACTED]	\$238.00
99	Thursday, 8 December 2022	Lunch at Fonda	Accepted	[REDACTED]	\$36.34
100	Wednesday, 21 December 2022	Dinner at Continental Hotel	Accepted	[REDACTED]	\$73.63
101	Friday, 23 December 2022	Taxi	Accepted	[REDACTED]	\$40.00
102	Wednesday, 18 January 2023	Dinner at French Brasserie, and taxi	Accepted	[REDACTED]	Representative 2 - \$270 Representative 1 - \$180 Representative 13 - \$180 Representative 17 - \$180 Representative 25 - \$180 Representative 26 - \$180
103	Tuesday, 21 February 2023	Lunch at Espresso Station 3121	Accepted	[REDACTED]	\$17.25
104	Thursday, 23 February 2023	Drinks and snacks at Society Restaurant	Accepted	[REDACTED]	\$77.41
105	Wednesday, 1 March 2023	Salesforce World Tour Sydney	Accepted	[REDACTED]	\$126.74
106	Wednesday, 1 March 2023	Golf at National Golf Club	Accepted	[REDACTED]	\$138.95
107	Thursday, 2 March 2023	Dinner at Stokehouse Restaurant	Accepted	[REDACTED]	\$360.15
108	Tuesday, 14 March 2023	Dinner at Cumulus Eating House & Bar	Accepted	[REDACTED]	\$236.20
109	Monday, 20 March 2023	Drinks at Metung Hotel	Accepted	[REDACTED]	\$29.14
110	Wednesday, 29 March 2023	Coffee at 7 Grams	Accepted	[REDACTED]	\$5.08

No.	Date	Details of hospitality / gifts / invitations	Accepted / declined	Name(s) of recipient(s) from NDIA	Estimated value of hospitality / gifts per person (\$AUD)
111	Tuesday, 4 April 2023	Drinks at Harlow	Accepted	[REDACTED]	\$28.77
112	Thursday, 13 April 2023	Dinner/drinks at Crossley St Cantina, and taxi	Accepted	[REDACTED]	Representative 2 - \$305.40 Representative 1 - \$125.40
113	Thursday, 18 May 2023	Lunch at Salona Kantina	Accepted	[REDACTED]	\$50.00
114	Thursday, 13 July 2023	Food/beverages at Swan Hotel	Accepted	[REDACTED]	\$8.12
115	Wednesday, 23 August 2023	Coffee at Gunnii	Accepted	[REDACTED]	\$4.50
116	Friday, 8 September 2023	Hoodies for NDIA team	Accepted	Unable to be determined	\$128.27
117	Wednesday, 27 September 2023	Lunch at Bar Carolina	Accepted	[REDACTED]	\$191.00
118	Tuesday, 12 December 2023	Lunch at Pillar of Salt	Accepted	[REDACTED]	\$26.18

[REDACTED]