

**SENATE STANDING COMMITTEE ON
EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS**

**QUESTIONS ON NOTICE
BUDGET ESTIMATES 2009-10**

Question No. EW0188_10

Senator Cash asked on 1 June 2009, Hansard page 35.

Question

So how many providers in total were contacted by telephone, as opposed to by email?

Answer

The tender results for the Job Services Australia contract period 2009 to 2012 were posted on the Department's www.workplace.gov.au website on Thursday 2 April 2009.

On 2 April significant technical problems were experienced by the deewr.gov.au site, the Department's primary website, as well as the workplace.gov.au web site. The DEEWR site experienced major outages from about 12pm. The workplace site was available throughout the day. However, there were major problems with the publishing function which were not resolved until later in the day. During this time, the results of the tender intermittently appeared on the website at various times.

DEEWR IT worked closely with Microsoft throughout the day to identify and work on a range of problems associated with the site. As a contingency arrangement, DEEWR web staff built a temporary site and loaded the tender results at approximately 5.50pm. This site was stable by 6.10pm that allowed publishing of the results at 7.00pm.

From the morning of 2 April 2009, each tenderer received, progressively, an individual email with the information as to their results. As a courtesy, those successful tenderers who were not going to receive their email prior to the Internet announcement at 7.00pm were contacted by phone in advance of that time. There were seven courtesy phone calls made.