

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

**Department of Human Services**

**Additional Estimates February 2005**



**Question: HS8**

**Outcome 1, Output 1.1 - Effective delivery of Australian Government services to eligible customers**

**Topic: Consultants contracted by Department of Human Services**

**Hansard Page/Written Question on Notice: Written**

**Senator Carr** asked on 15 February 2005:

Please provide a table listing details of all consultancies for the 2003/04 financial year, for the department and all associated agencies within the portfolio. Please include the following:

- The costs for all completed consultancies, both budgeted and actual;
- The costs for ongoing consultancies, both budgeted and for the current financial year;
- The total costs for all consultancies, both the amount expended in the current financial year, and the total budgeted value of all consultancies running in the current financial year;
- The nature and purpose of the consultancy;
- The method by which the contract was let;
- The name and details of the company and/or individual who is carrying out, or carried out, the contract.

Answer:

The Department of Human Services comprises the core department, Child Support Agency and CRS Australia.

<b>CORE DEPARTMENT</b>							
Name of Consultant	Nature and purpose	Method of selection	Completed Y/N	FY 03/04 Expenditure	FY 04/05 Expenditure	Total Expenditure to Feb 05	Total Budget
Accenture Australia Limited	Review project implementation	Select tender	Y	-	44,000	44,000	44,000
Accumen Alliance ACT Pty Ltd	Identify interim FMIS solution	Sole supplier	Y	-	10,100	10,100	10,100
7 Consultancies under \$10K		Various	Y	-	31,707	31,707	31,988
<b>Total for the core department</b>				-	<b>85,807</b>	<b>85,807</b>	<b>86,088</b>

**CHILD SUPPORT AGENCY**

Name of Consultant	Nature and purpose	Method of selection	Completed Y/N	FY 03/04 Expenditure	FY 04/05 Expenditure	Total Expenditure to Feb 05	Total Budget
Ascend Consulting P/L	Telephony Services Review	Sole Supplier	Y	14,000	2,552	16,552	20,000
Australasian Counselling & Trauma	Change Readiness Program - Vic/Tas Region	Select Tender	Y	29,733	-	29,733	29,733
Australian Taxation Office - SAP HR	HR Services	Sole Supplier	Y	29,000	-	29,000	29,000
Blue Moon Research And Planning P/L	Market Research Services	Panel	Y	-	19,800	19,800	23,100
Blue Moon Research And Planning P/L	Market Research Services	Panel	Y	-	24,200	24,200	24,200
Cognos Pty Ltd	Installation and Configuration of Software	Sole Supplier	Y	79,391	187,085	266,476	345,454
Coolong Consulting (Aust) Pty Ltd	Provision of Multi-channel Customer Service	Quotes	Y	31,873	-	31,873	32,727
Cosway Australia Pty Ltd	Media Skills Development	Quotes	Y	40,725	-	40,725	40,725
CPT Global Limited	IT Consultancy Services	Sole Supplier	Y	16,757	-	16,757	16,757
CPT Global Limited	Develop Strategy for ATO Computing Structure Disengagement	Sole Supplier	Y	19,841	3,630	23,471	23,471
CPT Global Limited	Develop architecture to support implementation of CSA's ICT Strategic Plan 2003-2006	Sole Supplier	Y	42,827	-	42,827	42,827
Dimension Data Australia	Identity Management Consultant	Sole Supplier	Y	-	80,270	80,270	80,270
Enterprise Outsourcing (ACT)	Procurement Services	Panel	Y	11,362	-	11,362	11,362
Ernst And Young	Provision of strategic QA services for development of CSA's financial plan	Panel	Y	20,674	-	20,674	20,674
Ernst And Young	Integrated Business Risk Assessment	Panel	Y	97,790	2,520	100,310	109,154
Focal Point Consulting	Business Modelling Support	Select Tender	Y	10,742	8,700	19,442	20,000

Focal Point Consulting	Business Modelling Support	Select Tender	Y	5,700	5,531	11,231	26,000
Gartner Australasia Pty Ltd	IT Consultancy Services	Sole Supplier	Y	36,441		36,441	36,441
Indigo Titan Pty Ltd	HR Services	Sole Supplier	Y	116,353	22,525	138,878	138,878
Intelligent Outcomes Group	Relocation Consultancy Services	Quotes	Y	18,909	-	18,909	18,909
IT Newcom Pty Ltd	Benchmarking Services	Sole Supplier	Y	57,900	46,737	104,637	104,637
Management Information Principles (Aust) P/L	Installation of Software	Sole Supplier	Y	1,097,900	-	1,097,900	1,097,900
Nec Business Solutions Pty Ltd	IT and Telephony Installations	Sole Supplier	Y	107,800	-	107,800	107,800
Phillips Fox	Prepare and Deliver Training	Panel	Y	-	13,433	13,433	13,433
WalkerTurnbull	Accounting Assistance	Panel	Y	12,146	43,006	55,152	55,152
Austrategies Consulting Network	HR Services	Panel	N	6,972	-	6,972	11,820
Colmar Brunton Social Research	Client Telephone Surveys	Panel	N	25,529	-	25,529	32,023
Commsecure Australia Pty Ltd	Secure website Hosting Services	Select Tender	N	53,052	-	53,052	57,245
Coolong Consulting (Aust) Pty Ltd	Developing Interactive Business Process Simulation Models	Quotes	N	30,469	-	30,469	58,727
Corporate Diagnostics Pty Ltd	Corporate Health Survey	Panel	N	59,024	1,158	60,182	61,152
Crisis Support Services	National Phone Service for Clients and Training for CSA staff	Select Tender	N	100,022	178,313	278,335	458,000
Cuotel Pty Ltd (Clientwise)	Client Satisfaction Research	Select Tender	N	45,121	27,386	72,507	160,000
Enterprise Outsourcing (ACT)	Procurement Services	Panel	N	-	11,590	11,590	23,027
Focal Point Consulting	Business Modelling Support	Select Tender	N	19,650	2,119	21,769	23,000
Managed Business Applications P/L	Stream Skilling Projects	Select Tender	N	12,375	-	12,375	24,545
Managed Business Applications P/L	Stream Skilling Projects	Select Tender	N	21,750	-	21,750	25,000
Management Information Principles (Aust) P/L	Installation of Software	Sole Supplier	N	65,873	464,655	530,528	672,084
SAI Global	Prepare and deliver workshop	Quotes	N	3,750	1,864	5,614	32,887
Step Two Designs P/L	Content Management System	Sole Supplier	N	15,717	-	15,717	15,717
The Learning Group P/L	Building Multimedia Products	Panel	N	-	-	-	33,165
Tin Can Ct Pty Ltd	Outbound Dialer project	Sole Supplier	N	7,558	-	7,558	16,500
Traveller's Accommodation	Accommodation Services	Select Tender	N	13,941	14,318	28,259	28,714
Warren Hart & Associates	Strategic Planning	Quotes	N	-	22,475	22,475	27,273
16 consultancies under \$10K			Y	52,431	20,555	72,986	72,986
3 consultancies under \$10K			N	11,065	2,084	13,149	20,912
<b>Total for Child Support Agency</b>				<b>2,442,163</b>	<b>1,206,506</b>	<b>3,648,669</b>	<b>4,323,381</b>

**CRS Australia**

Name of Consultant	Nature and purpose	Method of selection	Completed Y/N	FY 03/04 Expenditure (1)	FY 04/05 Expenditure	Total Expenditure to Feb 05	Total Budget
Acumen Alliance (ACT) Pty Ltd	Provide strategic financial advice.	Select tender	Y	58,223	5,328	63,551	65,000

Candle Australia Limited	Prepare two RFTs, participate in the evaluation of the tenders and to participate in the subsequent contract negotiations	Select tender	Y	33,796	43,957	77,753	77,753
CCS Index P/L	Provide: Assessment of vendor responses to RFI CRS01/03; and Preparation of documentation and reports detailing that assessment	Select tender	Y	27,643	-	27,643	27,600
Combined Management Consultants (ACT) Pty Ltd	Provide expert advice and assistance with the development of management and operational procedures related to IT infrastructure based on the ITIL service management framework.	Sole supplier	Y	44,968	-	44,968	44,968
Coolong Consulting (Australia) Pty Ltd	Provision of expert services in IT architectural design, documentation and strategic planning	Select tender	Y	82,335	-	82,335	82,335
Crosstech Pty Ltd	Provision of Leadership Development Programs	Select tender	Y	16,657	-	16,657	16,806
Curtin University of Technology	Quantify the social costs and benefits of CRS Australia's vocational rehabilitation programs	Select tender	Y	50,283	-	50,283	51,603
DVK Consult Pty Ltd	Provide development of an IT&T Disaster Recovery Plan	Sole supplier	Y	95,066	966	96,032	96,046
Evolution Research	Provide assistance in wage assessments reforms, including the establishment and operation of an independent wage assessment agency	Sole supplier	Y	295,002	-	295,002	295,002
Evolution Research	Consult advisers to the Business Services Wage Tool Project	Sole supplier	Y	119,000	-	119,000	170,000
Interiors Australia	To provide office design and project management services for refit of National Office	Select tender	Y	-	51,957	51,957	51,480
International Valuation Consultants	Reevaluate CRS Australia's fixed assets	Select tender	Y	15,620	-	15,620	20,000
IP Global Pty Ltd	Provide value assurance consultancy services.	Sole supplier	Y	13,002	-	13,002	13,002
IT Necom Pty Ltd	Provide analysis and advice on the Customer's IT outsourcing arrangements	Sole supplier	Y	25,511	-	25,511	25,750
Lexmark	Develop an appropriate market testing strategy to replace CRS Australia's imaging devices	Select tender	Y	59,230	-	59,230	55,000
Market Solutions	Research & analysis of outcomes achieved by CRS Australia's clients	Sole supplier	Y	19,108	9,015	28,123	28,123
Mt Eliza Business School	Facilitation of Futures Workshop	Sole supplier	Y	14,989	-	14,989	12,750
Quality Management Solutions	Investigation of staff grievances	Sole supplier	Y	18,446	7,874	26,319	70,000

Reengineering Australia -	Provide Financial & Management Consultancy Services for the Customer's process of market testing Corporate Services	Select tender	Y	358,449	6,000	364,449	250,000
Results by Design	Provide: module sessions; follow-up with project teams; general consultancy and support services; and evaluation reports of the Leadership Development Program.	Select tender	Y	-	29,697	29,697	31,000
SMS Consulting Group Ltd	Provide SOE Developments, PC and Laptop replacement review and server design	Select tender	Y	102,160	81,335	183,495	318,075
SMS Consulting Group Ltd	Provide Technical Writing Services to CRS Australia's IT Department	Select tender	Y	92,400	-	92,400	92,400
Southern Cross Computing	Develop and implement streamlining user Ids in SAP, Nexus and Windows NT	Open tender	Y	215,541	-	215,541	215,541
Votar Partners	Provide assistance with Business Process Flowcharts for the Nexus Succession project	Select tender	Y	63,525	-	63,525	63,525
Wizard Information Management Services Pty Ltd	Provide information management advice to the Vendor Management Unit	Select tender	Y	48,022	-	48,022	50,000
Acumen Alliance (ACT) Pty Ltd	Provide financial statement preparation services	Select tender	N	111,355	73,194	184,549	169,690
Candle Australia Limited	Provide specialist IT&T procurement advice for the CRS Australia infrastructure project	Select tender	N	291,571	135,286	426,857	538,480
Candle Australia Limited	Conduct a review of CRS Australia's Facilities Management Contract with Compaq Computer Australia	Select tender	N	439,645	187,575	627,220	639,130
Computer Consultants International Pty Ltd	Research, analyse and document the requirements for the upgrade or replacement of the existing SAP implementation.	Sole supplier	N	296,129	149,988	446,117	446,117
Davidson Trahaine Pty Ltd (2)	Provide employee assistance programs	Open tender	N	56,100	26,716	82,816	89,760
Families At Work (Childcare At Work Australia Pty Ltd)	Provide advisory services to CRS staff and immediate families of aged care and/or child care services	Open tender	N	1,320	1,320	2,640	18,000
NCS International Pty Ltd	Provide certification services to audit CRS Australia against the disability service standards and to provide recommendations for service improvement.	Select tender	N	138,046	6,160	144,206	195,588
New Focus Research Pty Ltd	Provide stakeholder surveys and reporting	Open tender	N	153,069	76,531	229,600	298,949
OTOBAS Group Pty Ltd	Provide advice to CRS Australia on IT infrastructure technologies	Select tender	N	208,809	172,824	381,633	378,000

Paxus Australia Pty Ltd	Develop a range of processes and procedures, manage minor projects, skills transfer and mentoring	Select tender	N	119,447	113,875	233,322	330,220
Paxus Australia Pty Ltd	Provide technical advice to the Vendor Management Unit	Select tender	N	158,486	115,570	274,057	360,000
2 consultancies under \$10K			Y	14,509		14,509	14,509
<b>Total for CRS Australia</b>				<b>3,857,463</b>	<b>1,334,735</b>	<b>5,192,198</b>	<b>5,702,203</b>

(1) In some instances 'FY 03/04 Expenditure' includes expenditure on this consultancy incurred in prior years, to ensure that the total reported expenditure is correct

**Total for the Department of Human Services**      6,299,626      2,627,048      8,926,674      10,111,672