

Senate Finance and Public Administration Legislation Committee

**ADDITIONAL ESTIMATES – 9 FEBRUARY 2010
ANSWER TO QUESTION ON NOTICE**

Human Services Portfolio

Topic: Consultancies

Question reference number: HS41

Senator: RYAN

Type of question: Written

Date set by the committee for the return of answer: 26 March 2010

Number of pages: 2 (plus 3 page attachment)

Question:

- a) How much, and for what, has the Department spent on external consultancies since November 2007?
- b) For external consultancies currently being undertaken, what is the cost and project description of each?

Answer:

- a) Between 1 November 2007, and 28 February 2010 the Department of Human Services (DHS) entered into contracts for consultancy services with a total value of \$4,570,343.50 (Inc GST). A full list of these consultancies is at Attachment A.
- b) As at 9 February 2010, DHS (including CRS Australia) was undertaking 11 consultancies.

No	Project description	Anticipated Cost (Inc. GST)
1	Establishing a program management function	\$36,300.00
2	Provision of staff grievance and code of conduct investigative services for CRS Australia	\$30,000.00
3	Provision of staff grievance and code of conduct investigative services for CRS Australia	\$20,000.00
4	Provision of Staff Grievance and code of conduct investigative services for CRS Australia	\$52,500.00
5	Provision of staff grievance and code of conduct investigative services for CRS Australia	\$52,500.00
6	Provision of staff grievance and code of conduct investigative services for CRS Australia	\$12,980.00
7	Provision of market research services for CRS Australia	\$54,620.00
8	Provision of an internal employee staff survey for CRS Australia	\$110,000.00
9	Certification services to assess CRS Australia against the Disability Service Standards	\$333,600.00
10	Provision of Market Research Services for CRS Australia	\$11,000.00
11	Audit of CRS Australia's Intellectual Property	\$22,000.00
	Total	\$735,500.00

DHS

Year	No.	Name of Consultant	Subject Matter	Start Date	End Date	Total Value (GST Inc)	Procurement Method
01-00	1	David Richmond Consulting Pty Ltd	Review of the Decision Making and Quality Assurance	03/09/2009	04/12/2009	\$160,000.00	Direct Source
	2	SMS Consulting Group Ltd	Establishment of program management function	21/12/2009	26/02/2010	\$36,300.00	Open Source
	3	The Boston Consulting Group Pty Ltd	Business plan for Service Delivery Reform	07/07/2009	11/09/2009	\$1,093,400.00	Open Source
08-00	4	Accenture Australia Holdings Pty Ltd	Development of Key Performance Indicators at Portfolio level	22/05/2009	30/06/2009	\$375,650.00	Open source
	5	Deloitte Touche Tohmatsu	Post-implementation review of BasisCard	11/11/2008	31/12/2008	\$100,000.00	Open Source
	6	Deloitte Touche Tohmatsu	Provide internal branding strategy analysis	18/05/2009	31/07/2009	\$155,000.00	Open source
	7	IBM Australia Ltd	Provide Phased Report and recommendation, business requirements and indicative costs to improve Self Service Facilities both on-site and off-site	19/05/2009	30/06/2009	\$343,304.50	Open Source
	8	Interiors Australia Pty Ltd	Development of a report that outlines the office design guidelines	06/04/2009	30/06/2009	\$52,800.00	Open Source
	9	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	08/09/2008	28/02/2009	\$110,000.00	Open Source
	10	Tarcus Pty Ltd	Provision of Quality Assurance Services ad part of CSA Infrastructure Disengagement in respect of Adverse Impacts re TIP	10/11/2008	13/02/2009	\$74,800.00	Open Source
	11	The Nous Group Pty Ltd	Review of Complaints Resolution processes in CSA National Service Delivery	02/12/2008	30/06/2009	\$47,230.00	Open Source
	12	The Nous Group Pty Ltd	Review of Complaints Resolution processes in CSA National Service Delivery	02/12/2008	30/06/2009	\$48,425.00	Open Source
	13	The Value Creation Group Pty Ltd	Provide a strategic planning activity that involves structured engagement of stakeholders to deliver an ICT Strategic Plan	04/05/2009	30/06/2009	\$79,442.00	Open Source

14	Transaction Resources Pty Ltd	Payments advisory services for an industry sensitivity analysis	16/06/2009	30/06/2009	\$22,000.00	Direct Source
15	Transaction Resources Pty Ltd	Analysis and advice re electronic benefits transfer (EBT) framework and issues	07/01/2009	16/02/2009	\$79,000.00	Direct Source
16	Transaction Resources Pty Ltd	Income management card pricing model advice	05/09/2008	09/09/2008	\$26,400.00	Direct Source
17	Visual Jazz Pty Ltd	Internal branding strategy analysis	27/05/2009	30/06/2009	\$13,750.00	Direct Source
18	KPMG	Business Continuity Development Project	11/12/2007	30/06/2008	\$262,500.00	Open Source
19	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	12/11/2007	30/04/2008	\$275,000.00	Open Source
20	PriceWaterhouseCoopers	Provision of professional services to assist in the development and negotiation of a new funding agreement with Government	01/05/2008	30/06/2008	\$88,000.00	Open Source
21	Transaction Resources Pty Ltd	Feasibility study for income management solutions	03/01/2008	14/01/2008	\$77,000.00	Direct Source
22	Yellow Edge Pty Ltd	Re-engineer CSA Human Resource Functions and Services	21/12/2007	31/03/2008	\$20,000.00	Open Source
		07-08				

CRS Australia

Year	No.	Name of Consultant	Subject Matter	Start Date	End Date	Total Value (GST Inc)	Procurement Method
09-10	23	LKA Group	Provision of staff grievance and code of conduct investigative services for CRS Australia	22/02/2010	19/03/2010	\$30,000.00	Select Source
	24	LKA Group	Provision of staff grievance and code of conduct investigative services for CRS Australia	22/02/2010	22/03/2010	\$20,000.00	Select Source
	25	NCS International Pty Ltd	Certification services to assess CRS Australia against the Disability Service Standards	01/07/2009	30/06/2012	\$333,600.00	Select Source
	26	Quality Management Solutions P/L	Provision of staff grievance and code of conduct investigative services for CRS Australia	27/08/2009	28/09/2009	\$44,103.00	Select Source
	27	Quality Management Solutions P/L	Provision of staff grievance and code of conduct investigative services for CRS Australia	03/08/2009	04/09/2009	\$34,340.00	Select Source

28	Julie Baker-Smith and Associates	Provision of staff grievance and code of conduct investigative services for CRS Australia	30/07/2008	18/12/2008	\$11,395.00	Direct Source
29	Market Solutions Pty Ltd	Provision of Market Research Services	04/06/2008	15/09/2010	\$54,620.00	Open Tender
30	Instinct & Reason Pty Ltd	Provision of Market Research Services	04/06/2008	15/09/2010	\$11,000.00	Open tender
31	Ernst & Young	Audit of CRS Australia's Intellectual Property	02/02/2006	30/11/2010	\$22,000.00	Open tender
31	LKA Group Pty Ltd	Provision of staff grievance and code of conduct investigative services for CRS Australia	16/11/2009	01/11/2010	\$12,980.00	Direct Source
32	The Key Group	Provision of an Energy Audit	10/07/2007	31/10/2007	\$12,500.00	Direct Source
33	Heaney Blaylock and Associates Pty Ltd trading as HBA Consulting	Review of CRS Australia's Certified Agreement	28/09/2007	27/03/2009	\$30,000.00	Direct Source
34	Evolution Research	Provision of Wage Assessment Training Consultancy Services	01/07/2007	30/06/2008	\$41,549.00	Direct Source
35	Heaney Blaylock and Associates Pty Ltd trading as HBA Consulting	Provision of staff grievance and code of conduct investigative services for CRS Australia	02/11/2007	01/11/2010	\$52,500.00	Select Source
36	Quality Management Solutions P/L	Provision of Staff Grievance and Code of Conduct investigative services	02/11/2007	01/11/2010	\$52,500.00	Select Source
37	Oakton AA Services Pty Ltd (formerly Acumen Alliance Investments Pty Ltd)	Provision of financial statement consulting services	25/03/08	24/03/09	\$65,000.00	Open Source
38	IFocus P/I	Provision of a review of CRS Australia's External Website	12/11/2007	15/03/2008	\$72,255.00	Select source
39	International Survey Research P/L	Provision of an internal employee staff survey	07/01/2008	30/11/2010	\$110,000.00	Direct Source
40	Solved at McConchie Pty Ltd	Provision of advice to the records management team regards best practice	28/05/08	30/11/09	\$20,000.00	Direct Source
08-09						
07-08						

Total (November 2007 to February 2010):

\$4,570,343.50