

REQUEST FOR QUOTATION

**COMMONWEALTH OF AUSTRALIA as represented by the
OFFICE OF THE COMMONWEALTH OMBUDSMAN
(ABN 53003678148)**

**FOR THE PROVISION OF
APPROACH MANAGEMENT AND VOICE SERVICES**

Closing date: Thursday 1st April 2010

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Invitation and General Conditions

1 Request for Quotation Introduction

- 1.1 The Commonwealth Ombudsman’s office (The office) is seeking quotation from suppliers for replacement of the contact centre management software and Canberra Office voice services (PABX). This request for quotation will form the basis of an assessment of possible options to improve our contact centre and voice services functionality.
- 1.2 This procurement is in line with the Commonwealth Ombudsman’s procurement plan for 2009/10, as advertised through the Commonwealth Ombudsman website and Austender.
- 1.3 This Request For Quotation (RFQ) is to assess contact centre functionality and the associated costs. This RFQ is particularly targeting the replacement of the Canberra voice services, with the implementation of a compatible contact centre.
- 1.4 The Canberra office will be moving to new premises on 10th May 2010. It is expected that the PABX will be installed as part of this move.
- 1.5 The indicative timetable is:

Date	Activity
Wednesday 17 March, 2010	RFQ Release
Thursday 1 April, 2010	RFQ Closure
Tuesday 6 April, 2010	RFQ Evaluation
Monday 12 April, 2010	RFQ Evaluation completion

2 The Request For Quotation Process

- 2.1 Responses will be accepted for evaluation from suppliers who have addressed the functional requirements sections (6-9). Unclear responses will not be considered.
- 2.2 The office is not obliged to consider a correction or additional information received after the closing date.
- 2.3 Detailed pricing for all products and services must be included in the response to the RFQ; this is to be in Australian dollars and inclusive of GST.
- 2.4 The supplier is responsible for the correctness and sufficiency of any response to the RFQ and that the stated costs cover the costs of complying with all the conditions of the RFQ. The office will not be responsible for any expense incurred by a supplier in the preparation of a response or in presentations or negotiations.
- 2.5 The outcome of this RFQ may or may not lead to negotiations of a contract for product and services. The government’s model contract can be viewed at the following website, and a draft contract is appended to the tender: <http://www.finance.gov.au/SourceIT/modelcontracts.asp>
- 2.6 The office reserves the right to insert additional conditions or services during contract negotiations.
- 2.7 Suppliers are encouraged to raise questions regarding this RFQ as they arise. Where responses are relevant to all respective suppliers the questions and responses will be passed on. Where a question is specific to a supplier’s unique solution then these questions and answers will not generally be made available.

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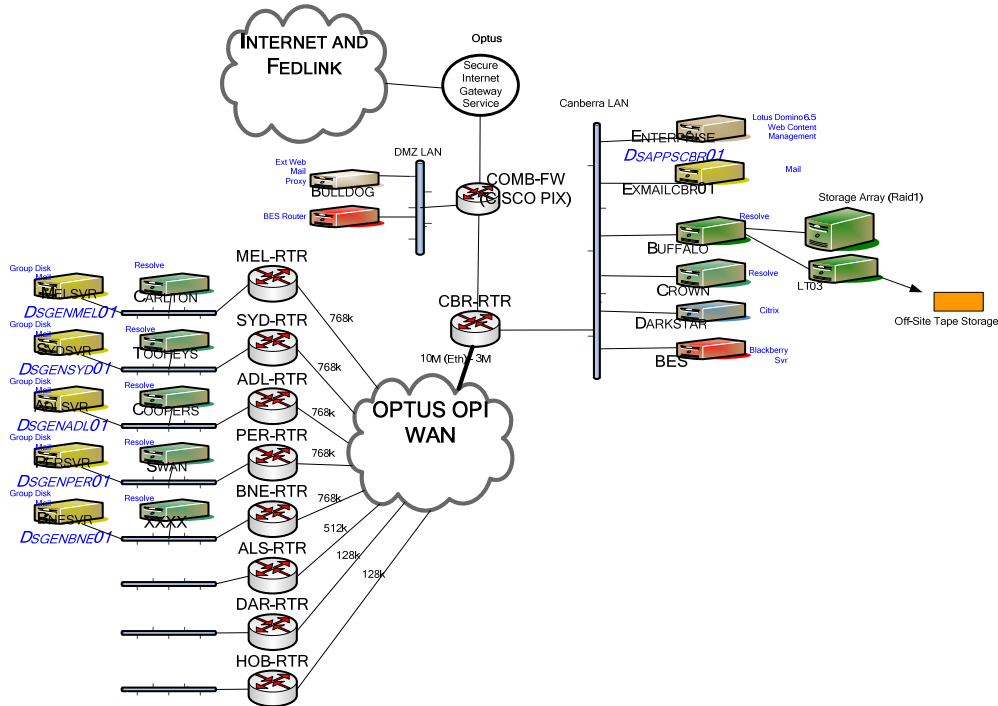
- 2.8 The office reserves the right to purchase all or part of the solution offered by the vendor in the response to this RFQ.

Background

3 The Office Environment

- 3.1 The Commonwealth Ombudsman assists the Australian community by resolving complaints and fostering good government administration. The Commonwealth Ombudsman is also the ACT Ombudsman, Australian Defence Force Ombudsman, Immigration Ombudsman, Law Enforcement Ombudsman, Postal Industry Ombudsman and Taxation Ombudsman. The Ombudsman is independent and impartial, and works to improve public administration generally.
- 3.2 The office has a network covering all States and Territories including Alice Springs, which is required to be available for staff during business hours (8.30 am to 5.00 pm local time). The office has a small IT team located in Canberra to undertake continual delivery of IT services according to office business needs and objectives.
- 3.3 The office currently receives approximately 33,000 approaches a year giving rise to approximately 18,000 complaints. Approaches are received by telephone, fax, mail, email, web form or in person. Currently 77% of all approaches are received by telephone.
- 3.4 The current office staffing levels are:
- Adelaide – 7 staff
 - Brisbane – 11 staff
 - Canberra – 111 staff
 - Darwin – 2 staff
 - Melbourne – 13 staff
 - Perth – 3 staff
 - Sydney – 15 staff
 - Alice Springs – no permanent staff
- 3.5 The office's primary investigation application for complaints management is Resolve. Resolve is a Microsoft .NET application running on a Microsoft SQL server environment.
- 3.6 The office's electronic records management application is Objective. Objective is an N-tier application which integrates to the explorer and Outlook environments. It has a Microsoft SQL based server environment.
- 3.7 The office uses Microsoft Outlook 2007 and Microsoft Exchange 2007 for its email environment. This uses Janus Seal to provide electronic security tagging of all outgoing and internal emails.
- 3.8 The office also runs Microsoft Office Communications Server 2007, along with Communicator 2007 on the desktop. This is used by staff to provide simple presence awareness and instant messaging, as well as integration with Outlook 2007 to keep a history of conversations. It does not currently integrate with the office voice environment.
- 3.9 The office has a phone system (PABX) environment in each of the major offices. Melbourne and Brisbane are a full VoIP environment, while Sydney and Canberra are older PABX systems with some VoIP capacity. Perth and Adelaide currently sub-lease floor space, and as part of that arrangement a handset is provided. Full details are provided in section 14.
- 3.10 As we are a small office with limited IT support any voice system implementation needs to have minimal specialist skills to administrate, with minimal customisation requirements. It is expected that the environment will be standards based and offering flexibility to changing technology.
- Further information about our IT environment is attached at Attachment A.

3.11 Ombudsman Network



4 Approach Management

- 4.1 The office utilises a 1300 national number service to provide the Australian public with access to our services. This number is routed through to our contact centre management application for processing.
- 4.2 The office contact centre management application is Agent99. Agent99 is an externally managed web based application that provides internal staff with the ability to manage incoming calls, as well as provide call queuing, recorded messages, and voicemail services to the Australian public. The product provides monthly, weekly, and real-time reporting to management. The application also allows managers to perform real time call monitoring, and recording of calls for quality assurance purposes.
- 4.3 The office contains a contact centre team, known as the Public Contact Team (PCT). The PCT consists of 13 Staff, 1 Assistant Manager, and 1 Manager. All 15 staff have the ability to answer phones, process incoming correspondence, and process voice mail messages left by the public through the 1300 number. The Assistant Manager and the Manager have the ability to manage the call queues, assign staff as needed, modify recorded messages, and report on activity. All staff have visibility of the call and voice mail queues for real time activity and call times.
- 4.4 The PCT is located in the Canberra office. They also have responsibility for handling all incoming correspondence via post, the office website (online complaint form), or through the main public email address (ombudsman@ombudsman.gov.au).
- 4.5 During Canberra non-national public holidays and all staff events, Agent99 has the ability to reroute calls through to staff beyond the PCT. An arrangement is usually made for one of the larger regional offices to manage all calls on such occasions.

Request for Quotation Requirements

5 How to address requirements

- 5.1 Respondents only need to address this section ‘Request for Quotation Requirements’ in their response. The RFQ phase is specifically targeting voice system and approach management application replacement including associated functional criteria, project methodology, and costs.
- 5.2 While a more detailed analysis will be conducted in conjunction with the chosen supplier, the following requirements have been identified as key features of any voice system and approach management application to be implemented for the office.
- 5.3 Obligation levels are indicators reflecting the level of importance attached to the functionality described in each requirement.
- mandatory (M) – this requirement must be adequately addressed
 - required (R) – only required if the optional function is offered
 - desirable (D) – not key functionality.

6 General requirements

- 6.1 Supply your company details, including trading name, address and contact details for the purpose of this RFQ. (M)
- 6.2 Describe your recommended solution for delivery of a voice system and approach management application environment to the office of the Commonwealth Ombudsman, provide reference details of at least two sites where this solution has been applied successfully and integrated into similar environments, including contact details. (M)
- 6.3 Describe in detail your project approach in relation to:
- 6.3.1 project management and planning (M)
 - 6.3.2 development and testing, migration planning, configuration and control, documentation and change management (M)
 - 6.3.3 training and Migration (M)
 - 6.3.4 ongoing operational maintenance control and support. (M)
- 6.4 Provide details regarding power consumption on the solution provided;
- 6.4.1 if registered, indicate what level of Electronic Product Environment Assessment Tool (EPEAT) registration has been obtained (R)
 - 6.4.2 supply information regarding power consumption of the solution provided. (M)

7 Voice Services – core functional requirements

7.1 Physical

- 7.1.1 Hardware should be mountable in a standard 19” rack and connect to standard ISA C13 (computer plug) 10A 240V power supply plug. (M)
- 7.1.2 Provide costing options for handsets to use DC power packs, or installation of new PoE/QoS/VoIP compliant network switches. (R)

7.2 Features

- 7.2.1 Phone system must have voicemail capabilities. (M)

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- 7.2.2 Voice Mail must integrate with Microsoft Office 2007 environment (that is, voicemail to inbox, Communicator 2007 call notification). (M)
- 7.2.3 Phone integration to Office Communicator 2007, for enhanced presence awareness, dial from desktop, call divert from desktop, automatic call divert when in a meeting, missed call notification. (M)
- 7.3 **Handsets**
 - 7.3.1 Handsets must have an LCD display screen with call and status information (M)
 - 7.3.2 Handsets must have eight or more programmable keys with active display (that is, LCD display adjacent to the button to present button function, rather than a paper insert) (R)
 - 7.3.3 Handset must be capable of connecting to a standard headset. Handset must have a hands free speaker mode. (M)
 - 7.3.4 Staff must be able to “log off” one phone and log on to another while retaining personalised phone configuration (that is, ring type, volume, programmable keys). (R)
 - 7.3.5 Provide options for a wireless headset model. (R)
 - 7.3.6 Provide options for conference room phones (ie; VoIP satellite phone). (R)
- 7.4 **Technology**
 - 7.4.1 Must be capable of VoIP using industry standard protocols. (M)
 - 7.4.2 Must be capable of IPv6. (M)
- 7.5 **Administration**
 - 7.5.1 Must have Windows XP/Vista/7 compatible graphical configuration tools for telephone configuration and daily administration. (M)
 - 7.5.2 Must have the ability to prevent individual handsets from dialling high charge phone services (that is, International or high charge information services). (M)
- 7.6 Outline briefly any changes to office physical, power, or LAN environment to accommodate a new PABX system that will affect the configuration or build of the existing environment. Include any anticipated costs. (such as, new phone environment has excessive heat/power demands that would require additional cooling/UPS/power, major upgrade or rebuild of mail/communicator environment necessary). (M)
- 7.7 The PABX will be installed as part of the Canberra office move on the 10th May 2010. Provide indications on delivery of hardware and configuration, as well as any anticipated reasons why delivery would not be achieved within these timeframes. (M)
- 8 Approach Management – core functional Requirements**
 - 8.1 **Physical**
 - 8.1.1 Hardware should be mountable in a standard 19” rack and connect to standard ISA C13 (computer plug) 10A 240V power supply plug. (R)
 - 8.1.2 Must provide a high degree of integration to PABX supplied as part of this tender. (M)
 - 8.2 **Features**
 - 8.2.1 Quotes to include the cost to develop call workflow and queues to meet current configuration as close as possible, through Ombudsman staff liaison and discussion. (M)
 - 8.2.2 The ability for the Manager and Assistant Manager to monitor live calls. (M)

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- 8.2.3 Must provide options to callers for placing a voice mail after a pre-defined period of time. (M)
- 8.2.4 Proposed solution should have the ability to provide context sensitive information to staff when help is required. (D)
- 8.2.5 Could provide options to callers to be called back once a staff member is available (using caller ID / call number prompting). (R)
- 8.2.6 Must have Windows XP/Vista/7 compliant tools to manage calls on a daily basis. Tool must provide access to transactions such as calls and voice mail through queues where access can be managed. Tool must provide visibility of queues to all PCT staff. (M)
- 8.2.7 Solution should have the ability to broadcast messages to PCT staff (R)
- 8.2.8 Provide options and costing for call recording. Recorded calls should be stored compressed in an industry standard sound file format that can be played using standard desktop tools. (M)
- 8.3 **Administration and configuration**
- 8.3.1 Administrative tool to provide call management, user assignment to queues, recorded message changes, call routing and timing changes (pre planned switching for public holidays, weekends, out of hours, Dial in code for emergency switching of calls). (M)
- 8.3.2 Provide information on licensing and user management, with respect to: (R)
- concurrent or per user licensing
 - limitations on the number of configured users
 - integration of user profile to Active Directory (AD)
- 8.4 **High Availability**
- 8.4.1 If the proposed solution is unavailable due to a failure the solution must present alternative call answering options, such as UCD group forwarding or present busy signal for 1300 number re-routing. (M)
- 8.4.2 System should have some method of remotely accessing voice mail messages outside of business hours, as well as providing a method of forwarding a copy of the message. (R)
- 8.4.3 Options to be provided and costed that demonstrate how the call centre could function on Canberra non-national public holidays, training days, or other events, in another state office. The solution would need to utilise the existing PABX infrastructure in the regional offices. (R)
- 8.5 **Reporting**
- 8.5.1 All reports should have the option for data to be exported to Microsoft Excel (R)
- 8.5.2 The proposed solution should have the ability to store or export historical data for future analysis (R)
- 8.5.3 The proposed solution should to have the ability to monitor trends in data over time(R)

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- 8.5.4 Data used for reporting needs to incorporate the following: (R)
- incoming calls
 - outgoing calls
 - abandoned calls
 - length of calls, completed or abandoned
 - number of voicemails
 - time to answer calls and voicemails
 - time for staff to answer calls once call is offered
 - amount of time staff are on a break, post processing, or working offline
- 8.5.5 The proposed solution should have the ability to provide real time statistics to users (R)
- 8.5.6 Quotes must include details of any standard reports. (M)
- 8.6 Training and technical support**
- 8.6.1 The following training will be provided to the office: (M)
- Technical level administration training for two or more staff
 - Manager level administration training for two staff
- 8.6.2 Options for end user training to be provided, including professional training and “train the trainer” (M)
- 8.6.3 Training material for courses should be provided in electronic format. (R)
- 9 Pricing**
- 9.1 Provide costs in Australian Dollars (inclusive of GST) for your solution, including:
- 9.1.1 Pricing Model (such as per seat/ phone line) for all components (M)
- 9.1.2 Hardware and software (M)
- 9.1.3 Analysis and development (M)
- 9.1.4 Documentation training and implementation (M)
- 9.1.5 Support and maintenance (M)
- 9.1.6 State any warranty periods that apply to the products. (M)

Response and submission

10 Response details

- 10.1 The supplier must address the requirements section of this RFQ, responses are to include:
- company details including ownership details, and details of any joint response
 - the recommended solution, including addressing the stated requirements
 - a financial statement (or summary) for the company - over three years
 - if a joint response is provided the company which has prime responsibility for the material and process, including a breakdown of services proposed for each supplier
 - statement of your company's acceptance or implementation of Green IT initiatives
 - supplier's representative, contact telephone numbers, fax number, postal address, and email.
 - details of any adverse Court or Tribunal decision for a breach of workplace relations law, occupational health and safety law, or workers' compensation law in the past two years
 - details of orders from any Court or Tribunal decisions the Tenderer has not fully complied with relating to a breach of workplace relations law, occupational health and safety law, or workers' compensation law.
- 10.2 If the results of the evaluation highlight the need to seek further details, suppliers may be contacted to supply clarifications. These clarifications may include product presentations, and communications with sites references.
- 10.3 Unless otherwise specified, communication with the office about this RFQ should be directed to:
- Paul McInerney***
Senior Network Administrator
Commonwealth Ombudsman
Phone: 02 6276 0110 Fax: 02 6249 7829
Email: paul.mcinerney@ombudsman.gov.au
- 10.4 Responses must be in English and clearly presented. Responses are liable to be rejected where they contain:
- alterations or erasures
 - incomplete, ambiguous or illegible details
 - insufficient information to enable proper evaluation.
- 10.5 Responses may include information to describe any additional features of their products. This information may be considered as part of the evaluation process.
- 10.6 Should a supplier find or reasonably believe it has found any discrepancy, error, ambiguity, inconsistency or omission in this RFQ or any other information given or made available by the office, the supplier should promptly notify the contact officer in writing setting out the error in sufficient detail as soon as the supplier becomes aware of it so that the office may take whatever corrective action, if any, it deems appropriate. Any actual error will be corrected by the office by making the proper information available to all suppliers.
- 10.7 Alterations cannot be made to response documents after submission unless it can be clearly demonstrated to the satisfaction of the office that a clerical/keying error has been made by the supplier.

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10.8 Response material must remain valid for a period of six months from the close of this RFQ.

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11 Submission

- 11.1 Documentation submitted to the office should contain two printed copies and must be clearly labelled 'Approach Management and Voice Services – Request for Quotation'. To conserve paper, responses should be printed double sided, and all pages of the response must be numbered.
- 11.2 The closing date for this RFQ is **Thursday 1 April, 2010 (4:00pm AESDT)**
- 11.3 Responses must be received at the Commonwealth Ombudsman's Canberra office by the closing date. If using postal or courier services please allow for delivery time for your documents to reach the office before RFQ closure.
- by post

'Approach Management and Voice Services – Request for Quotation'
Commonwealth Ombudsman
GPO Box 442
Canberra, ACT 2601.

by hand – Reception

'Tender Box' Reception
'Approach Management and Voice Services – Request for Quotation'
Commonwealth Ombudsman
Ground Floor, 1 Farrell Place
Canberra City
ACT, 2601

- 11.4 The office will not accept responses sent by email or fax.
- 11.5 The office is under no obligation to provide suppliers with confirmation of delivery of responses.
- 11.6 The office applies strict evaluation criteria in the assessment of responses. Suppliers should be aware that any offerings or inducements of equipment and/or services that are not directly related to this RFQ are disallowed.

12 Conditions

- 12.1 Suppliers taking part in this RFQ shall not furnish any information, make any statement or issue any document or other written or printed material concerning the content or acceptance of any form of media about this RFQ (including the evaluation process) without prior written approval of the office.
- 12.2 Response material shall become the property of the Commonwealth. Intellectual property is owned by the responder/supplier or third parties contained in the response. However, the office may copy the content to the extent necessary to conduct an efficient evaluation process.
- 12.3 Suppliers must mark their responses 'Commercial-in-Confidence'. The office will maintain the confidentiality of information received in response to this RFQ.
- 12.4 Neither the office nor its employees or agents represent or warrants either expressly or impliedly, that the information contained in this RFQ is accurate or complete. The Commonwealth shall have no liability for information contained in, or omissions from this RFQ or any written or oral communication transmitted to recipients of the RFQ in relation to the products or services sought. The office will accept no responsibility if a respondent has failed to

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- become aware of matters, which would have been apparent from the RFQ or other documents referred to therein.
- 12.5 The office reserves the right to vary, suspend or abandon this RFQ process at any time prior to the acceptance of a response.
- 12.6 By issuing this RFQ the office is not offering to enter into contractual relations and the submission of an RFQ does not amount to an acceptance of any offer.
- 12.7 The office reserves the right to reject any response, which does not comply fully with the clauses, contained in this RFQ.
- 12.8 Responses in which prices are not clearly and legibly stated may be excluded from consideration.
- 12.9 The office reserves the right at the time of evaluation to negotiate the scope of service requirements with the preferred supplier. All response material will be assessed on compliance with the RFQ and not on the basis of any later modification. For example, responses received may make it preferable for the office to provide some services that could have been covered in this tender to be provided in-house.
- 12.10 No representation made by or on behalf of the office or the Commonwealth in relation to this RFQ will be binding on the office or the Commonwealth unless that representation is in writing and is incorporated into formal agreement with the office.
- 12.11 Suppliers who have responded to this RFQ will have no claim against the Commonwealth, or any officer, employee or adviser of the Commonwealth with respect to the exercise of, or failure to exercise, any right under this RFQ.
- 12.12 As an Australian Government agency, the office is subject to the legislative and administrative accountability and transparency requirements of the Commonwealth, including disclosures to Parliament and its Committees. The office may disclose or allow at any time the disclosure of any information contained in or relating to any RFQ or tender (without notifying the responder to the RFQ or Tenderer):
- to its advisers or employees solely in order to evaluate or otherwise assess the RFQ
 - to its internal management personnel for purposes related to the RFQ process
 - to the responsible Minister
 - in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia
 - within the office, or with another agency, where this serves the Commonwealth's legitimate interests
 - where the information is authorised or required by law to be disclosed
 - where the information is in the public domain otherwise than by the Commonwealth's disclosure.
- 12.13 Where a supplier identifies that a conflict of interest exists or might arise in the provision of the services, the supplier must identify that actual or potential conflict of interest with the office in writing.
- 12.14 Respondent suppliers, consortium members and their respective officers, employees, agents and advisers must not engage in any collusive bidding, (other than bidding by consortia to the extent permitted by this RFQ). Anti competitive conduct or any other similar unlawful conduct with any other supplier or any other person in relation to the preparation or lodgement of their response.

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- 12.15 The office may also involve the Australian Competition and Consumer Commission to provide assistance to the office in relation to any competition issues concerning a supplier related to the RFQ.
- 12.16 Suppliers must not use improper assistance of any Australian Government employee or use information obtained unlawfully or in breach of an obligation of confidentiality to the Commonwealth in preparing their response to this RFQ.
- 12.17 This RFQ should be regarded as no more than an invitation to potential and actual suppliers to submit a response. Nothing in this RFQ will be construed to create any binding contract (express or implied) between the office and any supplier unless and until a formal written agreement, if any, is entered into by them.
- 12.18 Tenderers should obtain their own legal and other professional advice on this RFQ and its requirements including in respect of the potential rights and obligations of any resulting agreement and should not construe this RFQ as investment, legal, tax or other advice.
- 12.19 Neither the issue of this RFQ, or any responses to it, constitutes a contract or any element of a contract. The office and those associated with it are not liable in any way for any loss or damage that may be suffered by any person or business on account of any action taken or not taken in relation to this RFQ or any procurement that may follow it or relate to the same matter. This includes instances where:
- a supplier is not engaged to undertake the provision of the services
 - the office decides not to obtain all or any of the services
 - the office varies or terminates this RFQ process or negotiates with a supplier
 - the office exercises or fails to exercise any of its other rights under or in relation to this RFQ
 - the office makes information available or provides information to a supplier relating to its assets, procedures, plans, tenders, existing arrangements for the provision of services or any possible future arrangements.
- 12.20 The office may at any stage of the RFQ process, including during the evaluation process:
- vary this RFQ, including the timing and processes referred to in this RFQ
 - seek amendments or call for new suppliers/responses
 - forward any clarification of the meaning of the content of this RFQ to all known suppliers on a non attributable basis and without disclosing any confidential information of a supplier
 - allow or not allow another legal entity to take over a response in substitution for the original supplier where an event occurs that has the effect of substantially altering the composition or control of the supplier or the business of the supplier
 - shortlist suppliers or otherwise terminate further participation in this RFQ process by any supplier
 - obtain clarification or additional information from suppliers or anyone else (including a formal presentation in support of their response material and/or a demonstration of existing components of their proposed solution) and use any such information for the evaluation of the responses
 - provide additional information to suppliers
 - negotiate with one or more suppliers (including negotiating with all short listed suppliers), or discontinue negotiations.

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- 12.21 The law applying in the Australian Capital Territory applies to this RFQ and to this RFQ process. Each respondent should ensure that it has complied with all relevant laws and with Australian Government policy in preparing and lodging its response and taking part in the RFQ process.
- 12.22 The engagement of external expertise via this RFQ is seen as way to supplement and extend the office's capabilities. To this end, it would be expected that suppliers personnel would comply with the Australian Public Service Values and Code of Conduct (more information is available from www.apsc.gov.au).
- 12.23 The selected supplier will be subject to Key Performance Measures including:
- quality of services
 - timeliness
 - high quality written and oral communication.

Evaluation

13 Evaluation

- 13.1 The criteria set out below will apply to the evaluation of information contained in responses.
- 13.2 The office reserves the right to take into account matters additional to those listed when making its evaluation.
- 13.3 The supplier provides an assurance that there are no hidden shortcomings in the response.
- 13.4 The RFQ evaluation will involve a small team of people from key areas within the office, including management staff, IT staff and business areas. An evaluation report will be presented to the office's Executive.
- 13.5 The RFQ evaluation process may involve:
- the office contacting some or all suppliers to clarify aspects of their response
 - Demonstration of the supplied solution by the tenderer upon request
 - visits to some or all Tenderers' sites
 - discussions with, and/or visits to, customers or subcontractors of some or all suppliers, whether or not the customers are provided as referees by a supplier
 - negotiations with any or all of the suppliers after the RFQ closing time without the need to correspond with any other supplier
 - the office may seek presentations from, or interview, suppliers as part of its evaluation process.
- 13.6 The key components of the evaluation are:
- completeness and clarity of response
 - assessment against RFQ requirements (functionality and capabilities)
 - integration with the current environment
 - proposed service approach and capabilities of the supplier
 - risks
 - cost.
- 13.7 Suppliers will need to have capability to deliver services in Canberra as well as a sound track record of supply of services to government agencies.
- 13.8 The supplier is capable of contributing to innovative development and practical consideration of the options for the services and/or product that best fit the office's needs.
- 13.9 The supplier can provide a management methodology that has been tested over similar services and the response has synergy with current operations and support for the office users of network services.
- 13.10 The Ombudsman's office may perform such security, probity and financial investigations and procedures as the Ombudsman's office may determine are necessary in relation to any respondent supplier, consortium, their employees, officers, partners, associates, subcontractors or related entities. A supplier may be rejected by the Ombudsman's office if the supplier does not provide, at its cost, all reasonable assistance to the Ombudsman's office in this regard.
- 13.11 The office reserves the right to make available to advisers and third parties a copy of any supplier's proposals for evaluation purposes only. The office will ensure that any adviser or third

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party involved in the evaluation process does not have any affiliation with any supplier and also observes confidentiality.

13.12 Responses will be assessed on the basis of value for money consistent with the Australian Government purchasing policies. Best value for money is the core principle governing procurement and is enhanced by three supporting principles:

- encouraging competition
- efficient, effective and ethical use of resources
- accountability and transparency.

Attachment A – IT environment

14 Current IT Environment

- 14.1 The office has a Wide Area Network (WAN) servicing offices in all States and Territories. All office Local Area Networks are switched 10/100 M Ethernet environments. All connectivity is based upon the TCP/IP networking and utilises Microsoft Active Directory 2003.
- 14.2 The office has implemented VMware server virtualisation technology in the Canberra and Sydney environments. The management and host environment is VSphere 4.
- 14.3 All servers in the office are Microsoft Windows Server 2003 and 2008.
- 14.4 The office mail environment is Microsoft Exchange server 2007. The office also operates a virus, spam, and security tagging mail gateway.
- 14.5 VPN services and Blackberry Enterprise server provide mobility and remote connectivity.
- 14.6 There are approximately 165 staff within the office, distributed throughout Canberra, Sydney Melbourne, Brisbane, Adelaide, Perth, Darwin and Alice Springs.
- 14.7 The office is currently considering a desktop operating system upgrade to Windows 7. The project is in the initial stages of planning and testing. Over the next 12 months the office will also be doing a desktop replacement.
- 14.8 Staff desktop workstations are Dell Optiplex 170L (Pentium 4) machines, with 80Gb HD, 1.5Gb RAM, and 10/100 Ethernet adaptors. There is also a mix of newer desktop machines with higher specifications.
- 14.9 The desktop operating environment consists of:
- Microsoft Windows XP Professional (SP3)
 - Microsoft Office standard 2007, including Outlook and JanusSeal security tagging software
 - Internet Explorer 8
 - Resolve 7.1 case management
 - Objective 7.3 document management
 - Windows Media Player 11
 - The office will be investigating upgrading the operating system to Windows 7.
- 14.10 Internet connectivity is provided by a Secure Internet gateway service, which also facilitates FEDLINK connectivity. The link speed is 2Mbs.
- 14.11 Regional office phone systems are;
- 14.11.1 Sydney: NEC IPS/IVS 2000 – VoIP capable digital PABX environment. 15 digital lines + analogue services
- 14.11.2 Canberra: NEC IPS/IVS 2000 – VoIP capable digital PABX environment. 15 VoIP handsets ~80 digital lines, small number of analogue lines
- 14.11.3 Melbourne: NEC NEAX 2000 IPS-DM – VoIP PABX environment with 15 VoIP handsets
- 14.11.4 Brisbane: NEC NEAX 2000 IPS-DM – VoIP PABX environment with 15 VoIP handsets
- 14.11.5 Adelaide: Sub-leased office space, including the telephone system (Currently NEC based)
- 14.11.6 Perth: Sub-leased office space, including the telephone system (Currently Avaya VoIP based)
- 14.11.7 Darwin: Sub-leased office space, including the telephone system

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- 14.11.8 Alice Springs: Sub-leased office space, including the telephone system
- 14.12 Note: As with most IT environments they are subject to change over time due to business changes or changes in technology.

Glossary of Terms

'ACT'	Australian Capital Territory
'Active Directory' or 'AD'	Microsoft Active Directory 2003 domain management
'AEST'	Australian Eastern Standard Time
'AEDST'	Australian Eastern Daylight Savings Time
'GST'	Goods and Services Tax
'LAN'	Local Area Network
'the office'	The Office of the Commonwealth Ombudsman
'PCT'	Public Contact Team – The office customer contact centre team
'RFQ'	Request for Quotation
'Supplier'	Respondent to the RFQ (supplier of products and/or services)
'Term'	Term of Services Agreement
'TCP/IP'	Network communications protocol - Internet communications protocol
'VPN'	Virtual private network
'WAN'	Wide area network (connectivity between offices)