

APPENDIX 4

consultancy services

The Ombudsman's office is committed to achieving the best value for money in its procurement practices. Purchasing practices and procedures are consistent with the Commonwealth Procurement Guidelines and are set out in the Ombudsman's Chief Executive Instructions.

Table 4 provides details of consultancy services let by the office during 2004–05 with a contract value (GST inclusive) of \$10,000 or more.

(1) Methods of selection

Open tender—procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders.

Select tender—procurement procedure in which the procuring agency selects which potential suppliers

are invited to submit tenders in accordance with the mandatory procurement procedures.

Direct sourcing—procurement process, available only under certain defined circumstances, in which an agency may contact a single potential supplier or suppliers of its choice and for which conditions for direct sourcing apply under the mandatory procurement procedures.

Panel—arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply property or services to an agency as specified in the panel arrangements.

(2) Reasons for decision to use consultancy

A—skills currently unavailable within agency

B—need for specialised or professional skills

C—need for independent research or assessment

TABLE 4 CONSULTANCY SERVICES, 2004–05

Consultant name	Description	Contract price	Selection process (1)	Justification (2)
Australian Government Solicitor	Development of tender and contract templates	\$19,519	Direct sourcing	B
Palm Consulting Services Group	Provision of services to support improvement in Ombudsman service delivery and performance reporting	\$17,600	Direct sourcing	B
Resolution Consulting Services	Review of the office's outcome and outputs structure	\$16,150*	Select tender	A
Resolution Consulting Services	Provision of a cost model and services for cost attribution relating to the Postal Industry Ombudsman and Outreach program	\$34,100	Direct sourcing	A
Walter Turnbull	Implementation of the office's 2004–05 and 2005–06 Internal Audit Plans	\$58,567	Select tender	A
Total		\$145,936		

* Agreed value increased due to scoping of additional requirements