

## COMMONWEALTH OMBUDSMAN

CALENDAR YEAR 2024

## SENATE ORDER ON DEPARTMENTAL AND AGENCY CONTRACTS LISTING RELATING TO THE PERIOD 01 JANUARY – 31 DECEMBER 2024

Pursuant to the Senate Order on departmental and agency contracts, the following table sets out contracts entered into by the Commonwealth Ombudsman which provide for a consideration to the value of \$100 000 or more and which:

- a. have not been fully performed as at 31 December 2024; or
- b. which have been entered into during the 12 months prior to 31 December 2024.

Most of the contracts listed contain confidentiality provisions of a general nature that are designed to protect the confidential information of the parties that may be obtained or generated in carrying out the contract.

The reasons for including such clauses include:

- a. protection of other Commonwealth material and personal information; and/or
- b. ordinary commercial prudence that requires protection of trade secrets, proprietary information and the like. Such clauses are typical of standard contracts entered into by large commercial bodies.

The accountable authority of the Office of the Commonwealth Ombudsman has assured that the listed contracts do not contain any inappropriate confidentiality provisions.

Contract details								
Contractor	Subject matter	Amount of consideration	Start date	Anticipated end date	Whether contract contains provisions requiring the parties to maintain confidentiality of any of its provisions (Y/N)	Reason (s)	Whether contract contains other requirements of confidentiality (Y/N)	Reason (s)
Jones Lang LaSalle (SA) Pty Ltd	Lease - Adelaide Office	\$2,189,811.00	1-Jan-19	1-Jan-26	N		N	
Jones Lang LaSalle (ACT) Pty Ltd	Property Core Services Management Fee and Passthrough Costs	\$147,134.00	1-Jul-19	30-Jun-25	N		N	
TPG Network Pty Ltd	Internet Services	\$186,000.00	15-Mar-21	30-Jun-26	N		N	
The Trust Company Limited	Lease - Perth Office	\$528,320.25	14-Apr-21	28-Feb-26	N		N	
EY Sweeney	Complainant Satisfaction Survey	\$664,073.64	20-Sep-21	30-Sep-25	N		N	
Data#3	Software Maintenance and Support	\$290,000.00	30-Nov-21	30-Jun-25	N		N	
Telstra	Telecommunications Services	\$241,482.35	1-Apr-22	31-Mar-25	N		N	
Squiz Australia Pty Ltd	Website Maintenance and Support	\$402,400.19	15-Apr-22	30-Jun-25	N		N	
Acendre Pty Ltd	Software Licensing	\$135,783.00	31-May-22	30-Jun-25	N		N	
Deka Australia Management Two Pty Ltd as trustee for Deka Australia no.2 Trust	Lease - Melbourne Office	\$3,088,928.30	1-Sep-22	31-Aug-30	N		N	
Callscan Australia Pty Ltd	Automated Telecommunications Response System	\$303,995.04	1-Jan-23	14-May-25	N		N	
Dexus CPA Pty Ltd	Lease - Sydney Office	\$1,532,579.40	1-Feb-23	31-Jan-28	N		N	
RSM Australia Pty Ltd	Internal Audit Services	\$1,320,000.00	23-Feb-23	23-Feb-27	N		N	
TechnologyOne Limited	Software Licensing	\$501,437.82	8-Mar-23	22-Mar-25	N		N	
Maddocks	Legal and Probity Services	\$105,700.00	28-Nov-23	30-Jun-25	N		N	
Chartertech	System Support Services	\$320,000.00	4-Dec-23	30-Jun-25	N		N	
Challenger Life Nominees Pty Ltd	Lease - Brisbane Office	\$1,778,700.00	1-Jan-24	31-Dec-28	N		N	
SolsticelT	Information Management Uplift	\$249,700.00	1-Feb-24	30-Jun-24	N		N	
Reason Group Pty Ltd	Business Analyst Services	\$110,000.00	5-Feb-24	31-Dec-24	N		N	
SolsticelT	ICT Consultancy Services	\$239,800.00	7-Feb-24	30-Jun-24	N		N	
SolsticelT	ICT Consultancy Services	\$110,000.00	7-Feb-24	30-Jun-24	N		N	

Contract details								
Contractor	Subject matter	Amount of consideration	Start date	Anticipated end date	Whether contract contains provisions requiring the parties to maintain confidentiality of any of its provisions (Y/N)	Reason (s)	Whether contract contains other requirements of confidentiality (Y/N)	Reason (s)
SolsticeIT	ICT Consultancy Services	\$99,000.00	7-Feb-24	30-Jun-24	N		N	
SolsticeIT	ICT Consultancy Services	\$55,000.00	7-Feb-24	30-Jun-24	N		N	
JLL Corporate Account	Office Fit Out - Project Management & Construction Services	\$1,514,331.79	28-Feb-24	30-Jun-24	N		N	
Horizon One Recruitment	Recruitment Services	\$129,936.39	5-Mar-24	30-Jun-24	N		N	
HBA Consulting	HR Consulting Services	\$223,200.00	12-Jun-24	31-Aug-24	N		N	
Iron Mountain Australia Group Pty Ltd	Sentence, Disposal & Digitisation Services	\$536,734.55	11-Mar-24	30-Jun-24	N		N	
Content Group Pty Ltd	Strategic Brand, Marketing & Communication Services	\$110,000.00	11-Mar-24	30-Jun-24	N		N	
Synergy Group Australia Pty Ltd	Strategic Governance Review & Framework Development	\$164,980.73	18-Mar-24	30-Jun-24	N		N	
JLL Corporate Account	Project Management & Construction Services	\$322,572.83	1-Apr-24	31-Dec-24	N		N	
Randstad Pty Limited	Labour Hire	\$284,700.02	1-Apr-24	31-Oct-24	N		N	
Hudson Global Resources Aust Pty Ltd	Labour Hire	\$161,788.93	1-Apr-24	30-Sep-24	N		N	
Hays Personnel Services (Australia) P/L	Labour Hire	\$140,000.00	1-Apr-24	30-Jun-24	N		N	
McGrath Nicol	Consulting Services	\$126,000.00	8-Apr-24	30-Jun-24	N		N	
Aris Zinc Pty Ltd	Labour Hire	\$331,810.16	13-Apr-24	31-Dec-24	N		N	
KPMG Chartertech	System Support Services	\$220,000.00	15-Apr-24	30-Jun-25	N		N	
Dell Australia Pty Limited	ICT Hardware	\$729,300.00	30-Apr-24	30-Jun-24	N		N	
Resolve Software	Software Licensing	\$450,553.40	1-May-24	30-Apr-25	N		N	
Hays Personnel Services (Australia) P/L	Labour Hire	\$248,377.80	28-May-24	31-Dec-25	N		N	
JLL Corporate Account	Office Fit Out - Project Management & Construction Services	\$3,550,585.98	28-Jun-24	31-Mar-25	N		N	
SolsticeIT	Cybersecurity Services	\$1,396,999.96	1-Jul-24	30-Jun-27	N		N	
Objective Corporation Limited	Software Licensing	\$118,815.61	1-Jul-24	30-Jun-25	N		N	
Dell Australia Pty Limited	ICT Hardware	\$115,093.00	16-Jul-24	9-Oct-24	N		N	
JWS Research Pty Ltd	Market Research	\$156,750.00	1-Aug-24	31-Oct-24	N		N	
Hudson Global Resources Aust Pty Ltd	Recruitment Services	\$110,056.10	28-Aug-24	18-Nov-24	N		N	
Human Solutions Pty Ltd	Website Development	\$225,020.00	13-Sep-24	12-Aug-25	N		N	
Ridgeline Solutions	Labour Hire	\$132,000.00	16-Sep-24	15-Mar-25	N		N	
Bellchambers Barrett Pty Ltd, BellchambersBarrett	Assurance Services	\$157,856.75	23-Sep-24	30-Jun-25	N		N	
Harsha Consultants Pty Ltd	Labour Hire	\$166,237.50	1-Oct-24	31-Mar-25	N		N	
Harsha Consultants Pty Ltd	Labour Hire	\$166,237.50	1-Oct-24	31-Mar-25	N		N	
The Trustee for Industry Superannuation Property Trust No 1	Lease - Canberra Office	\$9,244,400.00	1-Nov-24	31-Oct-34	N		N	
Gartner Australasia Pty Ltd	Workforce Plan Implementation	\$100,210.00	1-Nov-24	31-Oct-25	N		N	
Nous Group Pty Ltd	Development of Service Delivery Standards	\$220,000.00	20-Nov-24	24-Dec-24	N		N	

**ATTACHMENT B – New contract entered into since the prior reporting period**

<b>#</b>	<b>Contractor</b>	<b>Subject Matter</b>	<b>Business Area</b>
1	JLL Corporate Account	Office Fit Out	Finance, Property & Security
2	Objective Corporation Limited	Software Licensing	ICT
3	SolsticeIT	ICT Consultancy Services	ICT
4	Dell Australia Pty Limited	ICT Hardware	ICT
5	JWS Research Pty Ltd	Market Research Services	National Student Ombudsman
6	Hudson Global Resources Aust Pty Ltd	Recruitment Services	National Student Ombudsman
7	Human Solutions Pty Ltd	Website Development	Investigations
8	Ridgeline Solutions	Labour Hire	ICT
9	Bellchambers Barrett Pty Ltd	Assurance Service	National Student Ombudsman
10	Harsha Consultants Pty Ltd	Labour Hire	ICT
11	Gartner Australasia Pty Ltd	Workforce Plan Implementation Services	Human Resources
12	The Trustee for Industry Superannuation Property Trust No 1	Office Lease	Finance, Property & Security
13	Nous Group Pty Ltd	Development of Service Delivery Standards	National Student Ombudsman
14	NTT Australia Pty Ltd	Provision of Case Management System	ICT