



City of Newcastle

REQUEST FOR QUOTE FOR CONTRACT N°: 2023/130T

Provision of IT Business Analysis and IT Project Management Services

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Submissions Close at 2pm on Wednesday 26 April 2023

Provision of IT Business Analysis and IT Project Management Services

CONTRACT No. 2022/130T

1. **PURPOSE:** The purpose of this Request for Quote (RFQ) is the provision of IT business analysis and IT project management service providers to support IT projects within the organization, on an as-needs basis, as outlined in this Service Specification.
 2. **INVITATION:** Persons willing to fulfil the requirements of the proposed contract are invited to submit a quote to the Council by the deadline, **2:00pm on Wednesday 26 April 2023**. Responsibility for lodgement of completed RFQ documents by the deadline lies solely with the Vendor. RFQ lodgement information is provided in this document. Council is not bound to accept the lowest quote, or any quote submitted.
 3. **INFORMATION:** All enquiries relating to this RFQ must be directed to the nominated Council representative, Adam O'Brien, via the online forum at www.tenderlink.com/newcastle. Alternatively, you can contact Adam O'Brien on telephone: +61 2 4974 2516 or e-mail adobrien@ncc.nsw.gov.au. Any verbal enquiries are to be confirmed in writing.
 4. **PRE-TENDER MEETING:** A pre-tender meeting will not be held.
 5. **VENDORS TO NOTE:** In the preparation and submission of the quote and without limiting the Vendor's obligations, the Vendor shall:
 - submit a quote which includes all Schedules and any other declaration required completely filled in and signed, together with any other documents, information and details necessary to make the quote complete;
 - not submit a quote without a firm intention to proceed;
 - not engage in any form of collusive practice;
 - not directly or indirectly canvass support from an elected member or employee of Council at any time.
 6. **LODGEMENT METHOD:**

Complete quotes (i.e. containing all completed schedules, documents, information and details required) shall be considered **ONLY** if received by:

Submissions must be lodged in the electronic Tender Box at www.tenderlink.com/newcastle by the time and date nominated. (Respondents will receive a Successful Submission Receipt upon completion.)
 7. **PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE:** The City of Newcastle is committed to protecting your privacy. We take all reasonable steps to comply with relevant legislation and Council policy.
 - Purpose:** The purpose being for the assessment of quotes (in accordance with the Local Government Act 1993 and the Local Government (General) Regulations 2005).
 - Intended recipients:** Authorised Council staff
 - Supply:** The voluntary supply of information required for the quotation process.
 - Consequence of non-provision:** Failure to provide information could result in the non-acceptance of your quote.
 - Access:** The information will be stored at Council's Administration Centre in accordance with the requirements of the State Records Act 1998. Individuals can request access to Council's files if they wish to review their information.
 8. **CODE OF CONDUCT:** Vendors are advised that Newcastle City Council's Code of Conduct will apply to the successful Vendor. A copy of the Code is available at <http://www.newcastle.nsw.gov.au/Council/Our-Responsibilities/Code-of-Conduct>
- Vendors should also be aware that they must abide by Council's Statement of Business Ethics. (A copy is available at <https://www.newcastle.nsw.gov.au/Newcastle/media/Documents/Contracts/NCC313-Statement-of-Business-Ethics-1.pdf>)

Invitation to Quote

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9. **ASSESSMENT CRITERIA:** Council is not bound to accept the lowest quote or any quote submitted. Council, in its discretion, will accept the quote that it determines provides the most advantageous result. Quotes will be assessed on “conformity to the documentation” and “value for money” (the most cost-effective offer determined by considering all price and non-price factors relevant to the proposed contract). The following criteria will be used in addition:
- Tender Price / Hourly Rates
 - Expertise/Skillset of proposed Project Management and Business Analyst personnel
 - Previous Experience
 - Additional services/capabilities/value-add of the company
 - Supplier diversity
10. **CONDITIONS OF QUOTATION:** This Request for Quote is being issued under the conditions of the NSW Government ICT Services Scheme (SCM0020).
11. **CONTRACT AGREEMENT:** The successful vendor will be required to enter into a Customer Contract with Council, under the terms of the NSW Procure IT Framework (v3.2).

IT Business Analyst and IT Project Management Services Panel

1. Preliminaries

1.1 Definitions

The following definitions are in addition to those of the Customer Contract (under the NSW Procure IT Framework Core):

“City of Newcastle” or “Council” or “CN” means the Customer;

“Site” means an operational site/location of the Customer;

“Vendor” or “Supplier” or “Service Provider” means the Contractor.

1.2 Purpose

CN's purpose and objectives of this specification are to:

- Establish a panel of qualified and experienced IT business analysts and IT project management services contractors to provide support for various IT projects within the organization.
- Ensure that the panel members work in accordance with the organization's policies and procedures.
- Establish clear expectations for the panel's performance, including timelines, quality standards, and reporting requirements.
- Obtain competitive pricing for the required services.

1.3 Terms and Conditions

The Services provided under this Agreement shall be in accordance with the requirements of the Customer Contract, under the terms of the NSW Government Procure IT Framework.

1.4 Contract Period

This Agreement shall be a for a fixed period of up to 12 months with 2 x 1-year options. The options may be exercised at the discretion of the Buyer.

1.5 Hours of Work

The services will be delivered during business hours Sydney time, that is 8.30am to 5.30pm Monday to Friday inclusive (public holidays excluded).

Support at times of project go lives or to make up time when a project falls behind schedule or due to an issue may be required.

2. Non-Exclusive Services

The Customer may appoint a number of conforming contractors to deliver the Service. This Agreement does not:

- (a) imply that the Contractor is the exclusive supplier of the Service to the Customer; or
- (b) oblige the Customer to place orders for the Service with the Customer.

The Contractor acknowledges that the Customer may obtain the Service from other vendors under a separate Agreement and that the Contractor will make no objection to such arrangements.

The Customer gives no guarantees as to the number or frequency of orders for the Service that the Contractor may receive during the contract period.

3. Scope of Work

The Contractor will support the delivery of CN's digital platforms that consist of various technology stacks deployed for city and resident administration from end-user computing, software, infrastructure, and other production systems.

The Contractor shall undertake all tasks using global best practice and Australian government standards. Project Management contractors' employees shall be certified by Axelos in Prince2, Agile or in PMBOK. Business Analyst contractors should have experience with the BABOK. It is expected all contractors will have experience in agile and waterfall. Deliverables and outcomes should adhere to Federal, State & Local Government requirements and guidance provided.

High Level Scope of Services:

- The scope of services required for this panel includes, but is not limited to:
- IT Business analysis services, including requirements gathering, analysis, and documentation.
- IT Project management services, including project planning, scheduling, budgeting, risk management, and reporting.
- Change management services, including stakeholder analysis, communication planning, and change impact assessments.
- Process improvement services, including process mapping, analysis, and optimization.
- Technical writing and documentation services, including user manuals, training materials, and system documentation.

Specific Project Management Services:

1. **Project Planning and Scheduling:** A project management contractor should have expertise in developing project plans and schedules that align with the organization's goals and objectives. This includes defining project scope, identifying tasks and dependencies, estimating resource requirements, and developing a project schedule that outlines the timeline for project completion.
2. **Budget Management:** Effective budget management is critical to the success of any project. A project management contractor should be able to develop and manage project budgets that align with the project plan, track expenses against budget, and provide regular updates on budget status to project stakeholders.
3. **Risk Management:** Risk management is an important aspect of project management that involves identifying potential risks that may impact project delivery, developing mitigation strategies to address those risks, and monitoring risk throughout the project lifecycle. A project management contractor should have experience in risk management and be able to develop and implement effective risk management plans.

4. **Quality Assurance:** A project management contractor should be able to develop and implement quality assurance processes that ensure project deliverables meet the organization's quality standards. This includes developing quality criteria, performing quality reviews, and managing the quality of project deliverables.
5. **Change Management:** Change management is an important aspect of project management that involves managing the impact of changes on the project. A project management contractor should have expertise in change management and be able to develop and implement effective change management plans that minimize the impact of changes on the project.
6. **Communication and Stakeholder Management:** Effective communication and stakeholder management are critical to the success of any project. A project management contractor should be able to develop and implement effective communication and stakeholder management plans that keep stakeholders informed and engaged throughout the project lifecycle.
7. **Performance Monitoring and Reporting:** A project management contractor should be able to monitor project performance against project objectives and report on project progress to stakeholders. This includes developing and implementing performance monitoring and reporting processes that provide regular updates on project status and performance.

Specific Business Analysis Services:

1. **Requirements gathering and analysis:** The business analyst contractor should have expertise in identifying and gathering business requirements, as well as analysing those requirements to develop effective solutions. This might involve conducting interviews with stakeholders, reviewing documentation, or analysing data.
2. **Business process mapping and optimization:** The business analyst contractor should be able to map out existing business processes, identify areas for improvement, and develop optimized processes that align with the organization's goals and objectives. This might involve developing process flow diagrams, conducting process walkthroughs, or analysing process metrics.
3. **System analysis and design:** The business analyst contractor should be able to analyse existing systems or design new systems to meet business requirements. This might involve developing use cases, creating system requirements documents, or working with technical teams to design and develop new systems.
4. **Data analysis and reporting:** The business analyst contractor should have expertise in analysing and interpreting data to support business decision-making. This might involve developing reports or dashboards, performing data analysis or developing data models.
5. **Change management:** The business analyst contractor should be able to manage the impact of changes on business processes, systems, or stakeholders. This might involve developing change management plans, conducting impact assessments, or developing training materials to support adoption of new processes or systems.
6. **Stakeholder management and communication:** The business analyst contractor should be able to effectively manage stakeholder relationships and communication. This might involve developing stakeholder engagement plans, conducting stakeholder analysis, or creating communication plans to keep stakeholders informed and engaged.

Engagement and Management:

- The panel members will be engaged on an as-needed basis, as determined by the organization's requirements. The engagement process will involve the following steps:
- Submitting a proposal in response to this RFQ.
- Shortlisting of proposals based on the selection criteria.
- Interviewing shortlisted candidates.
- Engaging the panel members on a contract basis.
- Managing the performance of the panel members using the performance management framework established by the organization.

Reporting Requirements:

- The panel members will be required to provide regular reports on their activities, progress, and performance. The reporting requirements will include:
- Monthly progress reports on each project.
- Quarterly performance reports on the panel as a whole.
- Ad-hoc reports as requested by the organization.

Deliverables:

- The deliverables required from the panel members will be specified on a project-by-project basis. The deliverables may include, but are not limited to:
- Requirements documents.
- Project plans and schedules.
- Risk assessments and mitigation plans.
- Change management plans and communication materials.
- Process maps and optimization reports.
- User manuals and training materials.

3.1 Contract Management Plan (CMP)

To ensure collaboration and service quality in the provision of the Services the parties will agree on a CMP that adhere to the Customers service level agreements (SLA) and Key Performance Indicator's (KPI) within 30 days of Contract Execution. A CMP will be provided by the Contract & Commercial Manager at a kick-off meeting.

4. Engagement of Services

The Customer may, from time to time during the Contract Period, issue Project Briefs to the Contractor. The Project Brief will outline the scope of works required.

The Contractor will be required to review the scope and provide a quote (Statement of Work) to the Customer's Representative to perform the service. The quotation (Statement of Work) must state the estimated hours. The quoted hourly rate must be the contract rate and all other fees and charges must be in accordance with the contract rates.

The Customer will review the Contactor's quote (Statement of Work) and, if in agreement, issue a purchase order to engage the Contactor to undertake the work in the Project Brief.

5. Customer Representative

The Customer's Representative for this Agreement is:

Adam O'Brien

Phone: +61 2 4974 2516

Email: adobrien@ncc.nsw.gov.au

6. Payment

Payments shall be in accordance with the approved quote (Statement of Work) and the contract rates for respective Contractor resources that delivered the Service.

The Customer will only pay the Contractor upon the completion of the delivered Service that is deemed satisfactory by the Customer's Representative.

All pricing a contract rates shall be inclusive of GST and be fixed for the Contract Period.



RFQ Response Schedules

Provision of IT Business Analysis and IT Project Management Services

Contract No.: 2023/130T

I/we accept the requirements as per the RFQ

Name:	
Title:	
Signature of Vendor's Authorised Officer:	

1. Vendor's Contact details

Name of Vendor and address of registered office:	
Australian Business Number (ABN):	
Primary contact person	
Telephone:	
Mobile telephone	
Email:	
Date:	

2. Executive Summary

Provide a brief executive summary providing an overview of your proposal and your organisation's experience in delivering the requirements as set out in the Service Specification.

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3. Contract Rates

Provide Hourly Rate and other Fees and Charges
(include various staff classifications and their hourly rate)

Item	Unit	Rate \$ (inc. GST)

NOTE: All hourly rates and other fees and charges are fixed for the Contract Period.

4. Capability

Company Summary State number of years your organisation has been in business	
Knowledge of and experience in the industry: Provide details of your organisation's relevant experience	
Staff resources Provide a brief outline of the staff numbers, responsibilities etc to meet the requirements of this Agreement.	
Is your organisation a Local Business? (<u>Local Business</u> means a business that either has a branch office or head office physically located within the Newcastle Local Government Area, or the Local Government Areas of Lake Macquarie, Port Stephens, Cessnock or Maitland.)	
Is your organisation an Aboriginal-Owned Business? (<u>Aboriginal-Owned Business</u> means a business that is recognised/accredited by either the NSW Indigenous Chamber of Commerce or the First Australians Chamber of Commerce and Industry.)	(If yes, please attach details or evidence of your organisation's accreditation.)
Is your organisation a Disability Employment Organisation? (<u>Disability Employment Organisation</u> (or Australian Disability Enterprise) means a business that is approved as a disability employment organisation under the <i>Public Works and Procurement Regulation 2019</i> .)	(If yes, please attach details or evidence of your organisation's accreditation.)

5. Past Performance and Current Work

Previous and current work

Detail previous similar work related to the Requirements

References

Provide up to three (3) referees that City of Newcastle can contact regarding your ability to provide the support and maintenance services required under the Service Specification.

1. Client and contract details:
Description of service:
Period:
2. Client and contract details:
Description of service:
Period:
3. Client and contract details:
Description of service:
Period:

6. Subcontractors

If applicable, provide details of any sub-contractors, partner organisations, and how the relationships will be managed to meet the Service Specification requirements.

7. Additional Information

Detail any additional information that has not been requested above that may assist your response and/or assist the City of Newcastle meet its objectives under this proposed contract.