Response information:
1. The following table describes potential roles and capabilities the department will need to deliver the WPIT programme.

2. The Tenderer should review this framework before providing its responses to the tab "2 Capacity".

3. If the Tenderer identifies any other roles it deem necessary to deliver the WPIT programme, it should include those roles in Table 2.2 - Additional recommended roles /capabilities.

Roles & Capabilities

#	Role	Description
1	Application Architect	Application Architect provides the overall guidance and structure for creating and maintaining core application architecture. Application Architect is responsible for all of the application solutions, from a functional perspective. This role should not be confused with the role of a Solutions Architect, which is focussed on one particular solution and how it fits into the broader Enterprise Architecture implemented by means of a Programme or Project of work. The main responsibilities of the Application Architect are to: - Define the application architecture, - Resolve high-level functional issues, - Provide continuity in all major application solution decisions. Application Architects liaise with project technical team members to help determine how technology can be applied to meet the business needs. They work with Information Architects in determining data requirements, structure, and distribution. Application Architects coach Application specialist / Developers in the development of the application solution.
2	Application Consultant/Specialist	Application Consultant/Specialists are experts in specific application / solution areas focusing on implementing the respective applications / solutions. Depending on their degree of experience, Application Consultant/Specialist skills range from simple configuration tasks to analysing business process and transferring those into the software. They typically develop specific knowledge in one or more industry areas. Depending on the solution area, their focus is more on business processes or on technical configuration. Application Consultants/Specialists advise customers about the generic functionality and the options for customising it to suit the specific customer requirements.
3	(Application) Developer	Application Developer will focus on transferring business requirements into program code which cannot be implemented using non-programming configuration methods. Developers typically cover one or only very few programming languages (ABAP, Java, Visual Basic, etc.) and often have no solution and industry expertise. Developers develop code to extend/modify existing software functionality. These individuals typically don't specialise in a single area but work across functional areas to write the relevant code. Developers also commonly work with Data Access Consultants to write the code necessary for interfaces. Developers can be at different practitioner levels of expertise.
4	Build Team Lead	Build Team Lead is responsible for managing the overall activities of a build team. The Build Team Lead reviews design specifications, identifies and estimates effort for work tasks and allocates development work tasks to developers. The Build Team Lead reviews and approves development artefacts (e.g. code, unit test plans & results, assembly / link test plans and results). The Build Team Lead manages and monitors work task progress to schedule, and coordinates and follows up queries with design and test stakeholders. The Build Team Lead also participates in defect triage process and reviews test plans and results.
5	Build Team Manager	Build Team Manager develops build drop schedule, identifies the number of drops, scope of each drop and timeline for delivering drops to assembly, function, system and test teams. The role also includes developing and managing the build inventory and tracking, coordinating efforts across build teams, and between build and other stakeholders including Test and Design teams. Build Team Manager is the primary contact point for Environment, Configuration, code base lining activities, ad-hoc environment requests and incident resolution. Build Team Manager provides build handover to test team prior to code deployment, delivers code within the agreed schedule; including raising code promotion requests, e.g. Change Requests, advises test team when code has been successfully deployed, including Technical Deploy Verification, assists in developing and reviewing test requirements, scenarios, and scripts, ensuring appropriate coverage exists, assists in defect analysis (including appropriate representatives attending defect triage meetings), provide analysis and resolution of code defects and coordinate defect fixes and deliver new code within the agreed schedule.
6	Business Analyst	The focus of a Business Analyst is to review and analyse an organisation's business, including its business intentions, business services, business processes and information needs. This analysis may help the business implement changes that lead to business improvements. A Business Analyst is regarded as a conduit between the business units, organisational stakeholders and solutions delivery teams. A Business Analyst will liaise with key stakeholders in an organisation to develop a solid understanding of how the business is currently operating and the future goals of the business. Once the Business Analyst has gained this understanding, they will then review and analyse the business in terms of its business services, business processes, organisational structure and other relevant information to assist the business in identifying the best way to effect business change for achieving its business goals. These business changes may include extensive stakeholder engagement activities to improve existing organisational structure, existing business services and service delivery mechanisms, existing business processes and in some cases the introduction of automation.
7	Business Architect	A Business Architect is a business professional who works with business executives to clarify their business vision, desired outcomes of the business improvement and the changes in business capabilities required to achieve them. They have to develop and document an integrated view of the enterprise from a business perspective. To do this, they capture tactical and strategic enterprise goals and the metrics to govern them, describes the business capabilities, business functions, units, and roles, and defines a set of high level cross-functional processes and how they map in the value chain and entities such as customers, suppliers and partners. This person usually reports into business management and works closely with IT counterparts to align business improvement initiatives with solutions and business needs. In contrast to a Business Analyst, the Business Architect works at a strategic level across the enterprise.
8	Business Intelligence Architect	A Business Intelligence Architect (BI Architect) is a top-level business intelligence analyst who deals with specific aspects of business intelligence that uses data and builds specific architectures to benefit the department. The BI Architect is responsible for creating or working with these architectures, which serve the specific purpose of maximizing the potential of data assets. BI Architects are tasked with developing specific data structures or implementations for a set of end users within a business. The BI Architect serves as a point person for programmes that form an architecture for handling data, including databases, data warehouses and other storage resources. BI Architects work on tasks linking legacy or enterprise software to BI applications or platforms, and creating or handling metadata that help programmes use data more efficiently and accurately. BI Architects promote clarity and efficiency in using data to drive decision-making. The BI Architect ensures good documentation, monitors changes in IT structures, and bugs or glitches in applications and programmes, to preserve and create good systems for data use.
9	Business Intelligence Developer	The Business Intelligence Developer is responsible for working within the BI team to deliver reporting and dashboard solutions for the business needs. The Business Intelligence Developer must work well in a team setting and have excellent organisational, prioritisation, communication, and time management skills. Responsibilities include: • Performing analysis, design, development and implementation of new reporting requirements and providing estimates to support timelines and deliverables. • Designing and building grids, graphs, scorecards, standard reports and dashboards. • Creating and/or enhancing report objects, filters and prompts. • Validating report results against requirement deliverables for accuracy. • Troubleshooting and analysing data issues within reports • Collaborating with business partners to provide technical report assistance • Following and enhancing BI standards and best practices across the team • Ensuring optimal end user performance by establishing and consistently executing overall system performance assessment processes and associated action plans.
10	CDP Technical Architect	Customer Development Project (CDP) Technical Architect is responsible for the review and analysis of processes and requirements to identify possible CDP activities. They are the co-ordination point for all CDP methodology, scope and design clarification and advice to the project team. They are the co-ordination point for all CDP Deliverables to the project team and are the co-ordination point to ensure that CDP team have all required information to be able to engage effectively in the appropriate solution build components and provide timely advice and input to the project team. They will also act as the co-ordination point to resolve any CDP relevant defects identified by the project team during acceptance and/or integration testing phases.

| 11	Change Manager (sometimes known as Business Transformation Managers)	Change managers are typically tasked with managing the change within an organisation prior to and immediately after the deployment of the software. They are typically responsible for communication between the business and the project team, obtaining senior management support for the project, and helping to ensure that the business is aware of the impending change and has considered the relevant organisational structures to support the system. As a member of the Project Team, the Change Manager is a customer-based role, although some customers may out-source this role. Project team members are a transient target audience because the individuals are always tied to a specific software application implementation project.
12	Configuration Manager	A Configuration Manager must have experience and be able to develop, document, and implement detailed plans for ensuring configuration control for IT programmes, projects, and tasks. When issues arise, must be able to identify and implement solutions. Configuration Manager must maintain thorough records and documentation to ensure accurate product builds, part ordering and product and/or software updates. Specific duties include: • Providing overall software configuration policy for development, integration, testing and production systems • Ensuring appropriate standards of documentation and management control for promotion of software releases from one environment to another • Ensuring stakeholders are kept informed of the progress and the state of software deployment activities • Administering and maintaining source code control environments • Administering and maintaining defect and enhancement tracking environments • Maintaining documentation describing system requirements for all build systems • Designing and implementing repeatable processes for software deployments • Overseeing and certifying documentation of all release and installation procedures • Serving as a champion and subject matter expert for configuration management best practices • Promoting and maintaining a high level of professional discipline in the configuration management and change management processes • Managing multiple, simultaneous complex tasks • Participating in meetings with business, testing, development and business analysis teams along with the stakeholders, customer and other interfacing functional areas
13	Data Access Consultant	Data Access Consultant is responsible for developing the data access solution to include developing options for data access (i.e. web solution, operational data store reporting, master data reporting, 3rd party tools), developing prototypes of data access for review with end users, developing the required data access solutions, developing the associated interface programs and/or customized web enhancements, configuring the reporting agent, configuring the graphical information system testing of all developed solutions, ensuring integration testing of data access solution, developing a production support plan and working with training development to include data access solution in course materials.
14	Data Consultant	Data Consultant is responsible for advising customers on methods of integrating their software system with other systems and for assisting with the build of the corresponding interfaces to and from the software system. Data Consultants are typically also responsible for obtaining and manipulating/transforming data from legacy systems that is to be loaded into the software system. The Consultant role is a partner, responsible for defining and executing the successful implementation of the software system. There is a complementary role, Data Extraction Manager, which is customer-based.
15	Data Extraction Manager	Data Extraction Manager is responsible for designing the data solution to satisfy defined business requirements, identifying the data in the source environment, mapping the data to the target environment, identifying data quality gaps, developing a plan to close data quality gaps, developing the required extraction programs (if necessary), developing the associated interface programs, testing of all developed programs, ensuring integration testing of data from various sources and developing a production support plan.
16	Data Integration Architect	A Data Integration Architect role involves working on data integration solutions. Data Integration Architects manage aspects of a data architecture and work closely with teams of software developers. Data Integration Architect's core tasks may include database modelling working with interface specifications or managing any other process that involves how data is integrated into a specific IT architecture. Specific duties include: • Ownership and responsibility for data integration architecture, providing technical leadership for on-going development of the solutions within that area; works with internal and external data engineers and analysts, assisting projects and programmes and co-ordinating the technical architecture, design, implementation and BAU transition of solutions, ensures consistency and compliance with relevant architectural principles, policies and standards • May be asked to assume line and/or team management duties, to manage, lead and motivate another member of staff or a team, taking responsibility (with support) for line management and mentoring • Producing relevant documentation (market research, designs, options papers, tender evaluations, etc.) for data architecture and data integration solutions to business requirements. Analysing and documents related risks, opportunities, costs and implications • Acting as a technical lead in product and vendor selection providing the technical evaluation of products, options and responses to tenders. • Participating in investigation, evaluation, selection and documentation of new approaches, methods and technologies, conducting research and providing documented and evaluated architectural options to meet requirements • Building strong relationships and communication channels with key internal and external stakeholders to ensure that all relevant areas of the business are represented in the design of solutions within the area of responsibility; manages technical relationships between internal and external suppliers • Selecting and implementing the appropriate design and documentation standards in consultation with colleagues and senior management and ensures that the documentation of existing architectures is maintained and accessible to all interested parties.
17	Database Administrator (short form DBA)	Database Administrator is a person responsible for the installation, configuration, upgrade, administration, monitoring and maintenance of databases in an organisation. The role includes the development and design of database strategies, system monitoring and improving database performance and capacity, and planning for future expansion requirements. They may also plan, co-ordinate and implement security measures to safeguard the database.
18	Design Team Lead	The Design Team Lead role is to lead the creation of the preliminary system design for new projects, and the integrated high level design for in pattern change & co-leads with Architects for "out of pattern". The Design Team Lead is responsible for approving in pattern High Level Design documents and co-approving out of pattern High Level Design documents with Architects. The Design Team Lead manages the delivery, review and approval of all design documents and the Design Deliverables inventory and Traceability matrix. The role also provides assistance in developing and reviewing test requirements and/or scenarios to ensure appropriate coverage exists. The role also resolves requests for design clarification and assist in defect analysis.
19	Design Team Manager	The Design Team Manager manages the design team in developing the detailed design, including facilitating coordination meetings between disciplines experiencing any coordination difficulties and ensuring timely exchange of progress design drawings and specifications for proper interdisciplinary coordination as required. The Design Team Manager is responsible to: • Manage design changes and variations. • Review design programme and coordinate with overall project programme. • Coordinate the development of the detailed design with the project procurement process including early issue of documents to the quantity surveyor to start the bill of quantities. Any 'shortcuts' in the design deliverables are agreed with the design manager. • Coordinate the design inputs to the development of the contract documents being prepared by the project manager. • Consider the requirement for lead disciplines that are producing background and base drawings, such as architects on building projects, to complete these ahead of the supporting engineering disciplines, so as to allow the supporting disciplines adequate time to complete their dependant work.
20	Enterprise Architect	Enterprise Architect takes the company's business strategy and defines an IT systems architecture to support that strategy. They understand a company's business and is able to dive deeply into technology issues. This person puts business processes in a larger context (e.g. application and infrastructure) and composes large holistic solutions that address the business challenges of the enterprise and support the governance needed to implement them. An Enterprise Architect designs large scale transformations.
21	Environment Manager	Working with Project Managers, Technical Architects, Solutions Architects and Test Manager, the Environment Manager will be responsible for the environment management, release and configuration of the full programme and that all application code-sets are maintained and efficiently managed to enable development. The Environment Manager is also responsible for testing functions progress without conflicts or delays. This will ensure the quality of output and outcomes delivered by projects are consistent with the original solution specified. Specific duties include: • Ensuring all environments are built in accordance with current build standards and assisting in establishing build standards for new architects • Working with the Development Teams and owning the automated installation process of applications in all environments • Organising automated application installations in all environments and ensuring processes are created to manage application version control • Developing scripts and automation tools used to build, integrate, and deploy software releases to various platforms • Creating processes that are robust, scalable and repeatable which benefit the programme and are developed for new and legacy systems • Managing and controlling movement through all development, test, UAT, pre-production and production environments on an ongoing basis, ensuring code promotions and releases are controlled with suitable tracking and management of code merging and branching • Preparation of release plans and release test criteria • Identifying and resolving issues which arise during environment builds • Working with the infrastructure build coordinator to ensure project delivery timelines • Ensuring data is migrated to the correct environment to facilitate 'end to end' system testing • Liaising with 3rd party suppliers to understand impact of changes • Working with development, database and infrastructure teams to determine future requirements • Notifying IT teams of impact of configuration changes on releases and project timelines • Communicating technical issues, principally environment & configuration management strategy and process • Controlling and maintaining of multiple testing and pre-production environments • Managing environment refreshes from production. • Assigning suitable environments for development & testing efforts to best avoid conflicts • Liaising with external component teams to meet their testing requirements • Attending Change Advisory Board (CAB) to agree the release of new code into pre-production and production environments

22	Executive	The Executive is responsible for the overall management of the programme being delivered and for participation in Executive-level customer governance forums. The Executive does not generally provide any 'hands on' services to the client, however, they are responsible for ensuring that the programme is being delivered as required, whilst meeting the needs of the business. The Executive is also responsible for maintaining relationships with the Executive within the client organisation. The Executive has a responsibility to ensure that the strategic and operational goals of the programme are being achieved. The Executive will work with the client to identify any further areas of work that are required and will also manage any concerns or issues that the client has. The Executive is required to have very strong managerial skills, bringing a depth of experience from previous programmes / projects.
23	Information Architect	The Information Architect is responsible for the development of information management standards and practices and for defining the data model, and aligning it with the enterprise architectural plan. Specific duties include: • Undertaking detailed analysis of the information management requirements across all systems, platforms and applications to guide the development of information management standards in line with the enterprise architectural plan • Defining, developing and communicating information management standards relating to the location, media-type and security requirements to facilitate efficient and secure management of all data elements • Defining, developing and communicating the data classification standards to promote consistent and optimal data management practices and incorporating them into information-based developments • Defining, designing, developing and maintaining organisation data models that meet immediate and future needs • Developing data models that reflect current and future needs and provide seamless and low-risk migration whilst optimising business spend and efficiency • Working with senior stakeholders and subject matter experts in driving effective information management standards and policies across the organisation
24	Programme Manager	The Programme Manager is responsible for the coordinated organisation, direction and implementation of a dossier of projects and transformation activities to achieve outcomes and realise benefits of strategic importance. The Programme Manager does this by providing project managers with a programme perspective when required and by managing cross-project dependencies, including dependencies between multiple vendors working within a programme or programme tranche.
25	Project Manager	Project Manager is responsible for managing the project team and the successful going-live of a of a solution within time and budget constraints. Among other duties, they plan project phases, monitor the project progress, handle change requests and lead the communication with the client. They serve as first contact point for all project-related inquires (from the customer side as well as supplier side). They are responsible for working with each team to ensure that the project is delivered within budget and on time and are responsible for communication between the project and program board.
26	Project Support Officer	A project is a temporary process or endeavour which has a clearly defined start and end, a set of activities and tasks, a budget and a specified business case. It is undertaken to deliver a unique and well-defined product, service, goal or objective or to deliver well defined benefits. A Senior Project Officer assists the Project Manager in the management, coordination and contribution to a range of small projects. This role assists with the development and implementation of project plans, policies and solutions. A project support officer also contributes to issue resolution and escalation, research and analysis activities and planning and monitoring activities. A Senior Project Officer assists the Project Manager in monitoring and tracking the project deliverables and outcomes including preparation of preliminary reports in relation to budget, schedule and resources.
27	Quality Manager	The Quality Manager is responsible for leading and coordinating the analysis of business processes and procedures to ensure ongoing quality assurance across the organisation. The Quality Manager is responsible for developing an ongoing work program to ensure quality control. The Quality Manager should manage and oversee the development and operations of the quality management system and coordinate the management of internal and external audit processes including maintaining quality standards. The quality management system can be defined as a set of policies, processes and procedures required for planning and execution (production/development/service) in the core business area of an organisation. The Quality Manager integrates the various internal processes within the organisation and intends to provide a process approach for project execution. The Quality Manager enables the organisation to identify, measure, control and improve the various core business processes that will ultimately lead to improved business performance. The Quality Manager will work closely with ICT staff such as the ICT managers, project managers and technical development managers. This position is also responsible for overseeing the project assurance, user assurance, business and specialist assurance roles.
28	Security Architect	A Security Architect is responsible for the security countermeasures of one or more systems, applications, components, or centres. The typical role-specific responsibilities of a Security Architect are to review the security requirements and develop the security architecture of the application(s), service centre(s), data centre(s) and ensure that security services are implemented as protection services, such as authentication and authorisation, detection services, such as monitoring and auditing, and response services, such as incident response and forensics. A Security Architect is responsible for developing the security mechanisms in the software architecture and ensuring the integrity of the architectures with regard to security.
29	Solution Architect	Solution Architect requires the knowledge and skills that are both broad and deep. To be effective the Solutions Architect must have experience on multiple hardware and software environments and be comfortable with complex heterogeneous systems environments. The Solutions Architect is often a highly seasoned senior technocrat who has led multiple projects through the Software development process or Systems Development Life Cycle (SDLC), and has usually performed in a variety of different roles in that life cycle. The person needs an ability to share and communicate ideas verbally, both orally and in writing, to executive staff, business sponsors, and technical resources in clear concise language that is understood by each group. The Solutions Architect is the person who organises the development effort of a systems solution. The Solutions Architect is responsible for the development of the overall vision that underlies the projected solution and transforms that vision through execution into the solution. The Solutions Architect becomes involved with a project at the time of inception and is involved in the Functional analysis (FA) of developing the initial requirements. They then remain involved throughout the balance of the project. The Solutions Architect is an expert in many categories. They should have hands-on experience in multiple industries and across several disciplines. Solutions Architects decide which technologies to use. They work very closely with developers to ensure proper implementation. They are the link between the needs of the organisation and the developers.
30	Systems Architect	Systems Architect is responsible for solution and architectural design aspects, such as: - integration of new software into an existing infrastructure - optimising an existing system landscape - developing implementation strategies. Systems Architects are responsible for the definition and scoping of all components of the software architecture. They typically complete a review of the customer's requirements and provide advice on a range of topics including: - the number and type of servers that will be required. - the number of web and database servers that will be required. - the equipment that will be required to enable end users to connect with the infrastructure. - the amount of network bandwidth that will be required. - the amount disk space that will be required. They also provide advice on topics such as data security and backups.
31	Systems Test Engineer	Systems Test Engineers develop procedures and strategies to support, create, maintain and manage technical quality assurance processes and guidelines and systems infrastructure. They identify variations, risks and recommend corrective action plans for technology and infrastructure issues associated with installation, maintenance, repair, upgrade and configuration and troubleshooting of desktops, software, hardware, printers, Internet, email, databases, operating systems and security systems.
32	Technical Support Engineer	Technical Support Engineers have a combination of electrical, systems, network communications and application-specific software skills to: • Help customers maintain the reliability and performance of their systems, and address any potential technical problem. • Assist with site-specific difficulties during new site commissioning as well as system upgrades and expansions. • Manage customer relationships and satisfaction. • Research, identify, develop and recommend corrective measures to address technical issues identified in the field or in-house. • Participate in power monitoring system development projects by contributing knowledge of customer applications, providing user information requirements, providing test scenarios and typical use-cases, and occasionally participating in product development and testing. • Resolve technical problems from end customers, application engineers, sales and engineering teams. • Identify and qualify product failures and assist product engineering in understanding and resolving them. • Research and documentation of technical problems and solutions. • Design, plan, research, evaluate and test complex systems used to monitor and/or control electrical equipment's and systems.
33	Technical Team Lead	The Technical Team Lead is the central player in the project team who is responsible for the technical delivery of a solution by managing the communication, work allocation and business drivers for the project and responding to the needs of the immediate stakeholders with interests in the project. The Technical Team Lead should be experienced in the technologies and be able to do hands-on development as required. They need to ensure that the necessary tools are available to the team, time is invested in guiding / teaching the team and time is invested in reinforcing and growing technical knowledge. Good technical skills and the ability to understand tactical and strategic priorities are essential to the role.
34	Technical Writer	The Technical Writer is responsible for the production of written manuals and user guides. As the software packages and information systems are upgraded, the Technical Writer will review and update course content and update written materials to reflect the upgrades. The Technical Writer will be required to review the course set and update to ensure best practice in training. The Technical Writer will work across diverse groups of the business to ensure that content and course delivery is of a high standard.
35	Technology Consultant	The Technology Consultant is responsible for setting up and running a software solution at the customer site (installing, security, monitoring, maintaining, issue resolving, etc.). Technology Consultants typically have no application or business context but rather focus on technical and infrastructure aspects. Technology Consultants are responsible for managing the system environments during the design, implementation and roll-out phase of the project. They are typically involved in installing software functionality, applying updates, and upgrading software environments to new versions. They are also typically responsible for activities such as managing user accounts, copying and backing up databases, and infrastructure management.

36	Test Analyst	The Test Analyst develops test scenarios, test cases and scripts. The role also includes analysing business and design documentation and liaising with business and design teams during test scenario review. Test Analysts execute tests, raise, monitor and retest defects, report progress throughout testing and document test results. Test Analysts typically accept responsibility for the creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Test scripts, materials and regression test packs to test new and amended software or services are also produced. The Test Analyst executes and documents complex test scripts using agreed methods and standards, records and analyses actions and results, and maintains a defect register. Test results are reviewed and modified if necessary and the Test Analyst provides reports on progress, anomalies, risks and issues associated with the overall project as well as system quality. The Test Analyst also provides specialist advice to support others.
37	Test Coordinator	A Test Coordinator is responsible for the coordination of all testing stages and activities for a project and define the overall project test scope. The Test Coordinator develops the project test schedule and engages relevant parties; including any external test teams; e.g. penetration testing & accessibility testing if required. They coordinate the provision of new test infrastructure and raising of change requests to baseline test environments as required. The Coordinator monitors and reports overall test status, manages project test level risks, issues, changes and quality. The Test Coordinator produces and attain endorsement of the overall Test Strategy document. The role also involves co-ordinating the development and review of test requirements and scenarios, to ensure appropriate coverage exists. The Test Coordinator reviews the test closure memos in consultation with the respective test managers and assesses readiness for the next testing phase or production deployment. They oversee defect triage processes.
38	Test Development Support	Setup and run batch jobs for the test team and provide timely progress reports to Test managers. The Test Development Support team investigates and raise incidents encountered when running batches and follow through to resolution.
39	Test Manager	The role of Test Manager is to effectively lead the testing team. They must understand the discipline of testing and how to effectively implement a testing process while fulfilling the traditional leadership roles of a manager. They must manage and implement an effective testing process. This involves creating a test infrastructure (test strategy, test plans, and other documentation) that supports robust communication and a cost effective testing framework. The Test Manager is responsible for defining the scope of testing within the context of each release / delivery, implementing and evolving appropriate measurements and metrics, planning, deploying, and managing the testing effort for any given engagement / release.
40	Tester	The Tester specifies, develops and writes test plans and test scripts, produces test cases, carries out change and regression testing, and uses automated test software applications to test the behaviour, functionality and integrity of the system, and documents the results of tests in defect reports and related documentation.
41	Trainer	The Trainer role is most often a partner- or customer-based role. The Trainer is tasked with transferring knowledge of the new business processes to end users, business users and power users. They may be involved in creating training materials and are responsible for ensuring the users are trained to perform the transactions and analyses required in their day-to-day jobs. The Trainer should have a sound grasp of the full business process in order to be able to guide users appropriately and to ensure they are ready to use the software solution.
42	Training Manager	The Training Manager leads the development and delivery of structured training initiatives to support the new platform developed. The role involves: • Planning, executing and managing projects, ensuring a high level of training for employees is delivered. • Partner with internal clients and partners to support training demands, as well as partnering with business managers & directors to determine internal training needs. • Ensure consistency and a high level quality of training delivery across all sites • Conducting and leading details Gaps & Needs analysis and organizing post-training initiatives • Ensure consistency of all training processes.

RFT for the procurement of a Systems Integrator Panel
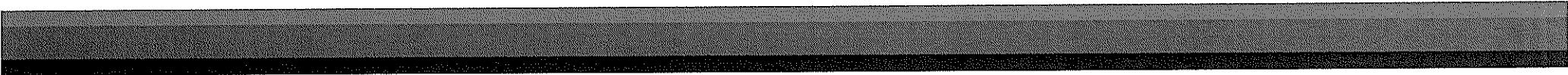
Response instruction:
Response instruction:
1. The Tenderer should complete the information requested below in **Table 1.1: Tenderer Capability Schedule.**

2. The Tenderer should not perform any format changes within this worksheet.

3. The Tenderer should only respond to the cells with the following colours: ☐☐

Capability

Table 1.1: Tenderer Capability Schedule

Ref	Roles	Can the capability be provided?	Will the Tenderer accept accountability for the capability outcome(s)?	Will this capability be provided primarily by the Tenderer or one or more subcontractors?	Will the capability be provided primarily onshore or offshore?
1	Org change capability				
1.1	Organisational Design				
1.2	Workforce Transition				
1.3	Business Process Role Design and Impact Assessment				
1.4	Training Definition and Delivery				
1.5	Knowledge Transfer				
1.6	Organisational Readiness Assessment				
1.7	Communications Strategy and Delivery				
1.8	Workforce Capability Assessment and Uplift				

No.	Item
2	Programme Management and Governance Capability
2.1	Programme Outcomes and Measurement Framework Definition
2.2	Transformation Approach Validation
2.3	Detailed Programme Implementation Planning
2.4	Cost Analysis and Estimation
3	Design Validation
3.1	Current State Landscape Assessment
3.2	Future State Validation
4	Overarching Design
4.1	Gap-Fit Analysis
4.2	Design Principles Adherence
4.3	Whole-of-Government IT Objectives Assessment
4.4	Business Reference Architecture Design
5	Future State Design
5.1	Customer-Centric Design
5.2	Cross Agency Design
5.3	Channel Design
5.4	Agile Policy Modelling Design
5.5	Design Governance Authority Adherence
5.6	Product Feature and Functional Design
5.7	Non-functional Requirements Elaboration
5.8	Identity and Access Management Design
5.9	Infrastructure Assessment and Sizing
5.10	Disaster Recovery and Business Continuity Planning
6	Solution Architecture
6.1	Solution Architecture Definition and Design
6.2	Architectural Development in-line with TOGAF 9
6.3	Open Standard Based Architecture Design
6.4	Agile and Modular Architecture Design
6.5	Service Oriented Architecture Design
7	Detailed Business Requirements
7.1	Business Rules Definition and Management
7.2	Business Requirement Definition
7.3	Legacy Rules Extraction
8	Future State Business Processes
8.1	Business Process Taxonomy Definition
8.2	Business Process Design
8.3	Business Process Risk and Control Design
9	Build
9.1	Configuration and Customisation
9.2	Environment management
10	Integration
10.1	Co-existence Strategy Definition and Execution
10.2	Legacy Technology Strategy Definition and Execution
10.3	Solution Integration Approach
10.4	Application Interoperability Strategy Definition and Execution
11	Testing Capability
11.1	Testing Strategy and Plan Definition
11.2	Delivery of Testing
12	Information Management, Metrics and Analytics
12.1	Information Governance Framework Definition
12.2	Information Architecture Principles Definition
12.3	Information Metadata Management
12.4	Information Lifecycle Management
12.5	Business Intelligence Maturity Assessment
12.6	Welfare Policy Information and Data Requirements Elaboration
12.7	Information Management Future State Design
13	Data Definition and Design
13.1	Cross Agency Information Sharing Approach
13.2	Data Governance Framework Definition
13.3	Data Architecture Design
13.4	Data Definition, Design and Capability Management
13.5	Data Management Rules Definition
13.6	Data Decomposition Model Implementation
13.7	Data Privacy, Secrecy and Security Requirement Design Adherence
13.8	Master Data Management Competency Assessment
13.9	Master Data Management Strategy Definition and Execution
13.10	Master Data Management Future State Design
14	Data Integrity Maintenance
14.1	Data Privacy and Synchronisation Between Legacy and Transformed Systems During Parallel Operations
15	Conversion and Migration
15.1	Assessment and Identification of Data Related Artefacts
15.2	Data Archiving Strategy and Approach
16	Deployment Capability
16.1	Implementation and Deployment Strategy Definition
16.2	Decommissioning Legacy Applications
16.3	Application Support Service Provision

Australian Government
Department of Human Services

RFT for the procurement of a Systems Integrator Panel

Response instruction:

Response instruction:
1. The Tenderer should complete the information requested below in **Table 2.1: Tenderer Capacity Schedule.**

2. The Tenderer should review the tab **'Capacity Roles'** tab for the role descriptions. If the Tenderer wishes to suggest alternative roles and capabilities, the Tenderer should provide the relevant information in Table **2.2 - Additional recommended roles /capabilities**

3. The Tenderer should not perform any format changes within this worksheet other than what is being specified under clause **5 , 6** and **7** of these response instructions.

4. The Tenderer should only respond to the cells with the following colours: ☐ ☐

5. The Tenderer may add/delete rows only in **Table 2.1: Tenderer Capability Schedule, Table 2.2 - Additional recommended roles/capabilities** and **Table 2.3 - Assumptions.**

6. Any assumptions made by the Tenderer while providing its responses for **Table 2.1: Tenderer Capability Schedule, Table 2.2 - Additional recommended roles/capabilities** and **Table 2.3 Assumptions** should be noted in the 'Comments' column , including the details of any impact to their capability should the Tenderer's assumptions prove to be incorrect.

7. Tenderers may complete Column 1 in **Table 2.2 - Additional recommended roles/capabilities** by inserting the relevant role in each row.

Capacity

Table 2.1: Tenderer Capacity Schedule

Roles	Onshore/Offshore	Total FTE Capacity	Tenderer FTE	Subcontractor FTE	Comments
Application Architect	Onshore				
	Offshore				
Application Consultant/Specialist	Onshore				
	Offshore				
(Application) Developer	Onshore				
	Offshore				
Build Team Lead	Onshore				
	Offshore				

Role	Onshore/Offshore			
Build Team Manager	Onshore			
	Offshore			
Business Analyst	Onshore			
	Offshore			
Business Architect	Onshore			
	Offshore			
Business Intelligence Architect	Onshore			
	Offshore			
Business Intelligence Developer	Onshore			
	Offshore			
CDP Technical Architect	Onshore			
	Offshore			
Change Manager (sometimes known as	Onshore			
	Offshore			
Configuration Manager	Onshore			
	Offshore			
Data Access Consultant	Onshore			
	Offshore			
Data Consultant	Onshore			
	Offshore			
Data Extraction Manager	Onshore			
	Offshore			
Data Integration Architect	Onshore			
	Offshore			
Database Administrator	Onshore			
	Offshore			
Design Team Lead	Onshore			
	Offshore			
Design Team Manager	Onshore			
	Offshore			
Enterprise Architect	Onshore			
	Offshore			
Environment Manager	Onshore			
	Offshore			
Executive	Onshore			
	Offshore			
Information Architect	Onshore			
	Offshore			
Programme Manager	Onshore			
	Offshore			
Project Manager	Onshore			
	Offshore			
Project Support Officer	Onshore			
	Offshore			
Quality Manager	Onshore			
	Offshore			
Security Architect	Onshore			
	Offshore			
Solution Architect	Onshore			
	Offshore			
Systems Architect	Onshore			
	Offshore			
Systems Test Engineer	Onshore			
	Offshore			
Technical Support Engineer	Onshore			
	Offshore			
Technical Team Lead	Onshore			
	Offshore			
Technical Writer	Onshore			
	Offshore			
Technology Consultant	Onshore			
	Offshore			
Test Analyst	Onshore			
	Offshore			
Test Coordinator	Onshore			
	Offshore			
Test Development Support	Onshore			
	Offshore			
Test Manager	Onshore			
	Offshore			
Tester	Onshore			
	Offshore			
Trainer	Onshore			
	Offshore			
Training Manager	Onshore			
	Offshore			

Table 2.2 - Additional recommended roles /capabilities

Roles	Onshore/Offshore	Total FTE Capacity	Tenderer FTE	Subcontractor FTE	Comments
Role XXX	Onshore				
	Offshore				
Role XXX	Onshore				
	Offshore				
Role XXX	Onshore				
	Offshore				
Role XXX	Onshore				
	Offshore				
Role XXX	Onshore				
	Offshore				

Table 2.3 - Assumptions

Ref	Table Name	Ref # of the relevant item within the table	Assumption	Comments

Australian Government
Department of Human Services

Attachment C:
Capability and Capacity Schedule

RFT for the procurement of a Systems Integrator Panel

Tenderer Name:

[Tenderer to insert name]

humanservices.gov.au

Australian Government
Department of Human Services

Attachment D: Data Room Deed Poll

RFT for the procurement of a Systems Integrator Panel

Instructions for completing this Data Room Deed Poll ("Data Room Deed Poll")

1. Execution by companies *incorporated in Australia*

The form of the Data Room Deed Poll included in the RFT is designed for completion by a company incorporated in Australia. A Tenderer may use one of the example execution blocks supplied below or may insert any other execution block that complies with section 127 of the *Corporations Act 2001* (Cth):

Example execution blocks – companies incorporated in Australia

Execution by company – with common seal

Executed as a deed in accordance with section 127 of the *Corporations Act 2001* (Cth) by affixing the common seal of **[* Limited] (ABN/ACN [*])** in the presence of:

[SEAL]

_____
Director Signature

_____
Print Name

_____
Capacity

_____
Director/Secretary Signature

_____
Print Name

_____
Capacity

Execution by company - without common seal

Executed as a deed in accordance with section 127 of the *Corporations Act 2001* (Cth) by **[* Limited] (ABN/ACN [*])** in the presence of:

_____
Director Signature

_____
Print Name

_____
Capacity

_____
Director/Secretary Signature

_____
Print Name

_____
Capacity

Execution by an Attorney

Note to Tenderers:

Where the Data Room Deed Poll is executed by an attorney under a power of attorney on behalf of a company incorporated in Australia, the Tenderer should submit with its executed Data Room Deed Poll a copy of the relevant power of attorney. Powers of attorney must be in the form of a deed executed in accordance with section 127 of the *Corporations Act 2001* (Cth).

Each attorney executing this deed states that he or she has no notice of revocation or suspension of his or her power of attorney.

Signed Sealed and Delivered for **[* Limited] (ABN/ACN [*])** by its attorney [under power of attorney /registered book [*] No [*]|dated [*]] in the presence of:

_____

Witness Signature

_____

Print Name

_____

Attorney Signature

_____

Print Name

2. Execution by companies not incorporated in Australia

Where the Data Room Deed Poll is completed by a company not incorporated in Australia, the company should:

a. if registered in Australia, include the company's ABN or ARBN (or if not registered in Australia, include any equivalent registration number in its jurisdiction of incorporation, in the place of the ABN or ARBN);

b. use an appropriate execution block (such as the example block provided below);

c. state the company's jurisdiction of incorporation;

d. execute the Data Room Deed Poll in accordance with the relevant requirements of the jurisdiction of its incorporation; and

e. on request from the department, and at the expense of the Tenderer, provide a legal opinion from:

    i. a legal practitioner registered to practise in the relevant jurisdiction confirming that the Data Room Deed Poll has been executed in accordance with the relevant requirements of the jurisdiction in which it has been executed, and is valid and legally binding on the relevant company; and

    ii. a legal practitioner registered to practise in Australia, confirming that the Data Room Deed Poll is enforceable in New South Wales.

The legal opinions should also confirm that the relevant company has validly and irrevocably appointed an Australian based law firm as its agent for acceptance of service of proceedings by the department for breach of the Data Room Deed Poll.

Example execution block – companies not incorporated in Australia
Execution by Company with / without common seal
SIGNED, SEALED AND DELIVERED by [FOREIGN CORPORATION NAME] in the presence of: [SEAL]   _____   _____   Signature of witness   Signature of authorised signatory   _____   _____   Name of witness   Name of authorised signatory

This Deed Poll is made on   **2016**

By

[insert party name] [(ACN [*])][registered in [*] incorporated in [*]] of [*] (the **Tenderer**)

IN FAVOUR OF the Commonwealth of Australia (represented by and acting through the Department of Human Services) (ABN 90 794 605 008) (the **department**).

Recitals

A   The department has issued a Request for Tender (**RFT**) 1000401959, published on AusTender to seek Tenders from Systems Integrators (**SIs**) that have the capability, capacity and experience required to support the Welfare Payment Infrastructure Transformation (**WPIT**) Programme.

B   The department may make available certain Confidential Information to the Tenderer in a Data Room subject to the Tenderer making this Data Room Deed Poll in favour of the department.

It is agreed as follows.

1   Definitions and Interpretation

1.1   Definitions

Capitalised terms not defined in this Data Room Deed Poll are defined in the RFT.

The following definitions apply unless the context requires otherwise:

Approved Purpose means:

(a)   assessing whether to submit a Tender;

(b)   the preparation and submission of a Tender;

(c)   participation in the RFT Process; and

(d)   participation in any subsequent Competitive Dialogue process.

Confidential Information means all information that:

(a)   is disclosed or otherwise made available to the Tenderer or any of its Representatives, whether before or after the date of this Data Room Deed Poll, by or on behalf of the department or any of its Representatives, or is otherwise acquired directly or indirectly by the Tenderer or any of its Representatives, whether before or after the date of this Data Room Deed Poll, from the department or any of its Representatives; and

(b)   relates to or is in connection with the business, assets or affairs of the department, including all past, current and prospective financial, accounting, legal, strategic, budget, security, personnel, customer, technical and business information, strategic plans, trade secrets and know-how,

whether it is in oral, visual, machine-readable or written form or is recorded, stored or embodied in a Document, and includes:

(c)   any materials contained in, or accessible through, a Data Room; and

(d)   all analyses, compilations, forecasts, studies, calculations, conclusions, summaries or other material derived or produced by the Tenderer or any of its Representatives partly or wholly from any of the Confidential Information.

Corporations Act means the *Corporations Act 2001* (Cth).

Data Room means any physical or virtual data room established by the department to be accessed by a Tenderer who has executed this Data Room Deed Poll.

Data Room Protocol means the protocol governing access to a Data Room provided by the department to the Tenderer or its Representatives as provided at Schedule 1 of this Data Room Deed Poll, and including any amendments or variations to it.

Document includes any document, note, memorandum, record, report, summary, analysis, calculation, model, computer program, computer record, circuit, circuit layout, drawing, specification, material or any other means by which information may be stored or reproduced.

Related Entity has the same meaning as defined in section 9 of the Corporations Act.

Representative means, in relation to an entity:

(a)   a Related Entity of that entity;

(b)   a director, officer, employee or adviser of that entity or of a Related Entity of that entity; and

(c)   which is a Tenderer, a person in respect of whom the department has first given its consent in writing to being a Representative.

RFT Process means the Request for Tender process for the procurement of a Systems Integrator Panel as described in RFT 1000401959.

1.2   Interpretation

(a)   Headings are for convenience only and do not affect interpretation.

(b)   The following rules apply unless the context requires otherwise.

        (i)   The singular includes the plural, and the converse also applies.

        (ii)   If a word or phrase is defined, its other grammatical forms have a corresponding meaning.

        (iii)   A reference to a *person* includes a corporation, trust, partnership, unincorporated body or other entity, whether or not it comprises a separate legal entity.

        (iv)   A reference to a clause or schedule is a reference to a clause of, or schedule to, this Data Room Deed Poll.

        (v)   A reference to an agreement or Document (including a reference to this Data Room Deed Poll) is to the agreement or Document as amended, supplemented, novated or replaced, except to the extent prohibited by this Data Room Deed Poll or that other agreement or Document.

        (vi)   A reference to legislation or to a provision of legislation includes a modification or re-enactment of it, a legislative provision substituted for it and a regulation or statutory instrument issued under it.

(vii)   A reference to a *right* or *obligation* of any two or more people comprising a single party confers that right, or imposes that obligation, as the case may be, on each of them severally and each two or more of them jointly. A reference to that party is a reference to each of those people separately (so that, for example, a representation or warranty by that party is given by each of them separately).

2   Benefit of this Data Room Deed Poll

The Tenderer acknowledges and agrees that the undertakings in this Data Room Deed Poll are given for the benefit of, and may be relied upon and enforced by, the department and any other person whose Confidential Information is disclosed through a Data Room.

3   Data Room

The Tenderer acknowledges that in the department's discretion, it may be provided with access to a Data Room and that the terms of access to that Data Room will be governed by this Data Room Deed Poll and the Data Room Protocol. If the Tenderer is provided with access to a Data Room, the Tenderer agrees to be bound by the Data Room Protocol, and must ensure that its Representatives comply with the Data Room Protocol, at all times.

4   Confidentiality Obligations

4.1   Restrictions on disclosure and use of Confidential Information

Except as permitted by this Data Room Deed Poll, or otherwise with the department's express prior written consent, the Tenderer undertakes and warrants that it and each of its Representatives will:

(a)   hold the Confidential Information in strict confidence and keep it secret;

(b)   not disclose any Confidential Information to any person (or allow or assist or make it possible for any person to observe or have access to any Confidential Information) except to the extent necessary for an Approved Purpose;

(c)   not use, or cause or permit to be used, any Confidential Information except to the extent necessary for an Approved Purpose;

(d)   not use, or cause or permit to be used, any Confidential Information to the current or potential disadvantage of the department;

(e)   not reproduce or record, or cause or permit any reproduction or recording of, any Confidential Information except to the extent necessary for an Approved Purpose;

(f)   not make, or cause or permit to be made, any Documents based on or relating to any Confidential Information except to the extent necessary for an Approved Purpose;

(g)   not introduce any Confidential Information into any computer system or other device operated, controlled or which may be accessed to any extent by a person other than the department or any Representative to whom disclosure is permitted by clause 4.3(b) and then only to the extent necessary for an Approved Purpose; and

(h)   comply with instructions given to it from time to time by the department regarding protection of the Confidential Information, including any new Data Room Protocol.

4.2 Storage of Confidential Information

The Tenderer must keep all Confidential Information within its control and ensure that the Confidential Information is properly and securely stored.

4.3 When Tenderer may disclose

The Tenderer may only disclose the Confidential Information:

(a) with the express prior written consent of the department;

(b) to its Representatives if the disclosure or access is necessary solely for an Approved Purpose, and is only made or allowed to the extent required for an Approved Purpose (and the Tenderer must procure that such Representatives keep all Confidential Information strictly secret and confidential on the terms of this Data Room Deed Poll);

(c) if it is or becomes generally available to the public other than because of a breach of this Data Room Deed Poll or of any obligation of confidence owed by the Tenderer or any of its Representatives; or

(d) to the extent required by law or applicable listing rules (and if such disclosure is required, the Tenderer must as soon as practicable notify the department and give full details of the circumstances).

5 Duration of obligations

The obligations of the Tenderer under clause 4 of this Data Room Deed Poll will expire five years after the date of this Data Room Deed Poll.

6 Return and destruction of Confidential Information

The Tenderer must, as soon as practicable after:

(a) the Tenderer decides not to submit a Tender; or

(b) the department informs the Tenderer that the department requires the return or destruction of the Confidential Information;

and at the Tenderer's expense, return to the department or destroy all Confidential Information it has had access to pursuant to this Data Room Deed Poll.

7 Breach of confidentiality obligations

(a) The Tenderer must immediately notify the department of, and take all steps necessary to prevent:

(i) any actual, threatened or suspected breach of clause 4 of this Data Room Deed Poll by the Tenderer; or

(ii) any unauthorised use or disclosure of the Confidential Information by the Tenderer, its Representatives or any third parties,

and must comply with any directions issued by the department regarding such breach or unauthorised use or disclosure.

(b) The Tenderer must provide such assistance as may be reasonably requested by the department in relation to any claim or proceedings that the department may take against any third party for unauthorised use or disclosure of the Confidential Information.

(c) The Tenderer acknowledges that, if it breaches its obligations under this Data Room Deed Poll, the department may:

(i) remove its access, or the access of its Representatives, to a Data Room;

(ii) exclude the Tenderer from consideration, or further consideration, in the RFT Process;

(iii) exclude from consideration, or further consideration, any Tender which nominates the Tenderer as a subcontractor; and/or

(iv) exercise any other right available to the department at law.

8 Reliance on Confidential Information

8.1 No right to Confidential Information

The Tenderer acknowledges that it will obtain no right, title or interest in the Confidential Information.

8.2 Acknowledgements

The Tenderer acknowledges and agrees that:

(a) the department does not warrant the accuracy, veracity or completeness of the Confidential Information;

(b) the department does not accept any responsibility to inform, or to provide any further information, to the Tenderer if the department becomes aware of any inaccuracy, incompleteness or change in the Confidential Information;

(c) it must make its own assessment of the Confidential Information and satisfy itself as to the accuracy, content, legality and completeness of that information;

(d) nothing in the Confidential Information constitutes a recommendation with respect to the RFT and WPIT Programme, or an offer by the department with respect to the WPIT Programme; and

(e) it will conduct its own independent inquiries and analyses and will form, and rely upon, its own opinions in relation to the Confidential Information, the RFT and the Approved Purposes.

9 General

9.1 Governing Law and Jurisdiction

This Data Room Deed Poll is governed by the laws of New South Wales. The Tenderer submits to the non-exclusive jurisdiction of the courts of New South Wales.

9.2 Amendments

This Data Room Deed Poll may not be revoked without the prior written consent of the department. If, at any time prior to the department entering into a Standing Offer Panel Deed with the Tenderer (if the Tenderer is a preferred Tenderer following the evaluation of Tenders), any information provided in this Data Room Deed Poll changes, the Tenderer undertakes to advise the department of that change immediately in writing.

9.3 Severability

If any provision of this Data Room Deed Poll is held to be invalid or unenforceable, it will be severed and the remaining provisions will not in any way be affected or impaired.

Schedule 1 – Data Room Protocol

1.	Data Room Address	1 Canberra Avenue, Forrest, ACT 2603 AUSTRALIA
2.	Data Room Manager	Email: Data.Room.Bookings@humanservices.gov.au
3.	Data Room Access	The department will make a physical Data Room (**Physical Data Room**) available and may make a virtual Data Room (**Virtual Data Room**) available while the RFT is in the market. Tenderers seeking access to either Data Room must submit an executed copy of the Data Room Deed Poll, including: • an application substantially in the form of the RFT Process Authorised User Access Application at Annexure 1 to this Schedule 1; and • completed copies of the Data Room Access Request form at Annexure 2 to this Schedule (including all certified copies of proof of identity documentation). All requests for Data Room access must be sent to the Data Room Manager at least **two days** prior to the RFT Closing Time. Each Tenderer that submits an application in accordance with the above requirements will be: • allocated one initial scheduled time for access to the Physical Data Room; and • provided with access instructions and a passcode for the Virtual Data Room (if established). Preferred dates and times for access to the Physical Data Room cannot be guaranteed. A Tenderer may request further access to the Physical Data Room by submitting a further application substantially in the form of Annexure 1 to the Data Room Manager. This further access will only be granted if each Tenderer that sought access in the first round has been given an opportunity to access the Physical Data Room in that round. Access applications will be processed in order of receipt.
4.	Authorised Users	The Tenderer must ensure that each user has agreed to be bound by the Confidentiality Arrangements outlined in section 5 of this Schedule 1, prior to the Tenderer providing the Data Room Manager with the details of each user. Any user whose details are provided to the Data Room Manager by or on behalf of any Tenderer will (upon confirmation that such user is permitted access to both the Physical Data Room and the Virtual Data Room, if established) be known as an Authorised User, and will be taken to be bound by the Confidentiality Arrangements.

5.	**Terms of Access**	Authorised Users must comply with: • the terms of the Data Room Deed Poll signed by or on behalf of the Tenderer for the benefit of the department and any arrangements entered into or instructions issued by the department pursuant to the Data Room Deed Poll (together, the **Confidentiality Arrangements**); and • this Data Room Protocol, including the rules applying to the relevant Data Room. Authorised Users must notify the Data Room Manager immediately of any suspected breach of any of the above requirements. Access to the Physical Data Room and Virtual Data Room, if established, is subject to the Authorised User: • completing the Data Room Access Request form at Annexure 2); • presenting identifying documents worth at least 100 points, as specified in Annexure 2; and • complying with any reasonable direction given by a representative of the department relating to security (for example, signing in and out of the Physical Data Room, wearing a visitor pass and being escorted by a departmental representative while on the department's premises, or any information systems security requirements). Additionally, access to the Physical Data Room is subject to the Authorised User: • presenting evidence that the person is either an Australian citizen or holds a current Australian visa that allows the person to work in Australia; and • complying with any reasonable direction given by a representative of the department relating to work health and safety requirements; and • depositing electronic devices (including mobile phones, laptops, tablets or cameras) with the department for safekeeping while the Authorised User is accessing the Physical Data Room. Access to the Physical Data Room will only be permitted at the Tenderer's scheduled time slot, and at any supplementary times allocated by the department. Unscheduled access to the Physical Data Room will not be permitted under any circumstances. Authorised Users with access to the Virtual Data Room, if established, must ensure that they store all access instructions and passcodes in a secure location. Authorised Users must not disclose access instructions or passcodes to any person who is not an Authorised User.
6.	**Data Room Materials**	Documents will be made available by the department in either the Physical Data Room or the Virtual Data Room (**Data Room Materials**). The Virtual Data Room, if established, will not contain all of the Data Room Materials that are in the Physical Data Room, and the department cannot guarantee that the Virtual Data Room will be fully available at any or all times.

		The full suite of Data Room Materials may only be viewed from inside the Physical Data Room. Data Room Materials contained in the Physical Data Room may not be printed, copied, photographed or otherwise reproduced, or removed from the Physical Data Room. Tenderers must provide their own notepads, pens and tabs for use by Authorised Users within the Physical Data Room. Authorised Users may take handwritten notes in their notebooks, but are not permitted to make any annotations or markings on the Data Room Materials. Authorised Users may remove their notebooks when they leave the Physical Data Room, but must not remove any of the Data Room Materials. Authorised Users must ensure that any Data Room Materials contained in the Virtual Data Room are not viewed by, or distributed to, any person who is not an Authorised User. Data Room Materials contained in the Virtual Data Room may be downloaded, but must not be printed, copied, transmitted, photographed or otherwise duplicated.
7.	Additional Data Room Materials	Tenderers will be notified as soon as practicable if additional Data Room Materials are added, or will be added, to either the Physical Data Room or the Virtual Data Room, if established. Tenderers can seek access to the additional Data Room Materials by following the procedure for Data Room Access set out in this Data Room Protocol.
8.	Questions	Where a Tenderer has questions arising from Data Room Materials, it should direct the question to the RFT Contact Officer by email to WPIT.systemsintegrator@humanservices.gov.au.
9.	Department's Discretion	The department may, at any time, vary the procedures and processes outlined in this Data Room Protocol, without prior notice, but only on terms applicable to all Tenderers.

Annexure 1 – RFT Process Authorised User Access Application

WPIT Programme – RFT Process Authorised User Access Application

To be returned by email in Word or Excel format to: Data Room Manager at Data.Room.Bookings@humanservices.gov.au

Tenderer name and ABN:

Dates and times for which Physical Data Room access is requested:

    1st preference:

    2nd preference:

    3rd preference: _____

Note that preferred dates and times cannot be guaranteed.

Tenderer's contact person:

    Name: _____

    Phone: _____   **Email:** _____

	Names of proposed Authorised Users (maximum 12)	Email address	Phone number (including country and area code)
1			
2			
3			
4			
5			

	Names of proposed Authorised Users (maximum 12)	Email address	Phone number (including country and area code)
6			
7			
8			
9			
10			
11			
12			

Annexure 2

Data Room Access Request

General Information

Purpose

The Department of Human Services (the department) undertakes background suitability assessments for every individual who requires access to the department's assets, information and premises.

This information sheet sets out the information you are required to provide, the sources and types of information the department collects, the purpose for which this is collected/used, and the way it is stored and accessed.

All information gathered throughout the suitability assessment process is kept and destroyed in accordance with the *Archives Act 1983*.

Privacy

Personal information that you provide on this form is protected by the *Privacy Act 1988*, and is collected by the department for probity related purposes. Unless statutory obligations require or allow otherwise, the information provided on this form will not be used or disclosed without your prior consent for any purpose other than in relation to the assessment of your suitability.

More information about how the department will manage your personal information, including our privacy policy, is located at humanservices.gov.au/privacy or by requesting a copy of the policy from the department.

Please send all enquiries to the RFT Contact Officer:

Email: WPIT.systemsintegrator@humanservices.gov.au.

Visa Checks

Visa Entitlement Verification Online (VEVO) allows visa holders and registered Australian organisations, such as employers, labour suppliers, education providers, migration agents, banks and government agencies, to check visa details and entitlements.

This service is utilised by the department to check work entitlements for persons who are not Australian citizens.

Completing Forms

When completing the form please use **BLOCK LETTERS** and only use **blue** or **black ink**.

Minimum Identity Requirements

You must provide:

- current identity documents;
- at least one document from either Category A or Category B. You do not need to provide documents from both categories as long as all other minimum requirements below are satisfied;
- at least one identity document containing a photograph. If you are unable to provide a listed document containing a photograph you must submit a passport style photograph of yourself certified by a person listed in Schedule 2 of the *Statutory Declarations Regulations 1993* (Cth);

       (i)   a combination of documents which, at a minimum, equals a total of 100 points; and

- evidence of your full name and date of birth.

Change of Name

All previous or other names by which you are known or have been formerly known, including maiden name, must be listed in full in the Personal Information section of the form.

If all documents provided for 100 points are under the same name you will not be required to provide additional ID documentation if you provide a maiden/alias name. If the 100 points provided are under two or more different names (e.g. birth certificate in maiden name and driver's licence in married name) then further ID documents will need to be provided as evidence of a name change (e.g. Change of Name or Marriage Certificate issued by a State or Territory Registry of Birth, Deaths and Marriages, or Divorce Papers issued by the Family Court). If you use a change of name document you must have provided the other names you have used in the personal information section of this form.

Personal Information

Full Name:	
Company:	
Email:	Phone:

Place of Birth		Gender	☐ Unspecified ☐ Male ☐ Female
Date of Birth		Current Citizenship	Other Citizenship:

Previous Names

Please include any names by which you are have previously been known, including maiden names, aliases, and changes of name via deed poll.

Previous Family Name	First Name	Middle Names	Type
			☐ Alias ☐ Previous

Proof of Identity (100 Point Check)

Documents must be selected from the list below

Document	Points Scored
Category A – Each document is worth 70 points • Birth Certificate • Australian Passport (current, or expired within the previous two years, but not cancelled) • Australian Citizenship Certificate • International Passport (current, or expired within the previous two years, but not cancelled) • Other document of identity having same characteristics as a passport e.g. diplomatic/refugee (Photo or Signature)	

Category B—The first document is worth 40 points and each additional document is worth 25 points	
• Current Drivers or Firearms Licence or Permit (Government Issued) – copy both sides • Working With Children/Teachers Registration Card • Aviation Security Identification Card/Maritime Security Identification Card • Public/Government Employee Photo ID Card (Government Issued) • Department of Veterans' Affairs Card • Centrelink Pensioner Concession Card or Health Care Card • Current Tertiary Education Institution Photo ID • Reference from a medical practitioner (must have known the applicant for a period of at least 12 months)	
Category C—Each document is worth 25 points	
• Birth Extract • Australian Tax Office Assessment • Foreign/International Drivers Licence • Superannuation Statement • Proof of Age Card (Government Issued) • Seniors Card • Medicare Card/Private Health Care Card • Electoral Roll Registration • Council Rates Notice • Motor Vehicle Registration or Insurance Documents • Property Lease/Rental Agreement • Professional or Trade Association Card • Property Insurance Papers	
If relied upon, the following documents must be from different organisations: • Utility Bills (e.g. Telephone, Gas, Electricity, Water) • Credit/Debit Card • Bank Statement/Passbook	
Total Points Must equal or exceed a total of 100 points	

Consent and Declaration

- I declare that the above information I have provided is true and correct to the best of my knowledge.
- I provide my consent for the department to collect visa information through the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) system.

Signed:		Date:	

Executed and delivered as a Deed Poll at [insert place].

[Insert appropriate execution block]

Australian Government
Department of Human Services

Attachment E: Contract and Commercial Terms Acceptance

RFT for the procurement of a Systems Integrator Panel

RFT for the procurement of a Systems Integrator Panel

Attachment E – Contractual and Commercial Terms Acceptance

Response instructions and additional information

1.1   Unless the Tenderer specifies otherwise in Table 1 below, it will be taken to agree to each section and clause of the:

   a)   Commercial Terms at **Attachment I** (including its Annexures);

   b)   Systems Integrator (SI) Panel Deed at **Attachment J** (including its Schedules); and

   c)   Tranche One Participation Deed at **Attachment K** (including its Schedules).

1.2   Where a Tenderer agrees with a section or clause with minor non-substantive changes, substantially disagrees or disagrees with a section or clause, the Tenderer should specify:

   a)   the extent, justification and impact of non-compliance; and

   b)   any alternative proposal, that is consistent with the business needs described in **Attachment I**.

1.3   Responses should refer to the relevant section or clause number(s), in the order in which they appear. Tenderers should indicate their level of compliance as follows:

   a)   agree;

   b)   agree with minor non-substantive changes;

   c)   substantially disagree; or

   d)   disagree.

1.4   Any non-compliance (i.e. a level of compliance described in paragraph 1.3(b) to (d)) outlined in Table 1 will be taken into account in evaluating risk. Substantial or full non-compliance with provisions, particularly in **Attachment I** or **Attachment J** will increase the Tenderer's risk rating.

1.5   This Attachment E will form the basis for negotiation of contractual arrangements that may occur between the Tenderer and the department. The department does not intend to negotiate issues that are not raised here.

1.6   Tenderers should complete this Attachment E on the assumption that the department will implement the WPIT Partnering model, including implementing terms relevant to that WPIT Partnering model as provided in the draft contract documents at **Attachment J** and **Attachment K**.

Table 1: Contract and Commercial Terms Acceptance Summary

	Clause / Schedule / Section	Extent of compliance (choose one): • Agree • Agree with minor non-substantive changes • Substantially disagree • Disagree	Justification for, and impact of, any non-compliance	Proposed alternative drafting that meets the business needs described in Attachment I
Commercial Terms (Attachment I)	Partnership and governance (including Annexure A)			
	Intellectual property (including Annexure B)			
	Milestones, testing and approvals			
	SI personnel			
	Pricing and fees			
	Risk management and allocation			
	Issue management (including Annexure C)			
SI Panel Deed (Attachment J)	2 – WPIT Programme Outcomes			
	3 – Standing offer			
	4 – Additional terms to be agreed			
	5 – SI panel			
	6 – Commencement and Term			
	7 – Termination			
	8 – Priority of documents			
	9 – Australian Industry Participation			
	10 – Process for forming work orders			

	Clause / Schedule / Section	Extent of compliance (choose one): • Agree • Agree with minor non-substantive changes • Substantially disagree • Disagree	Justification for, and impact of, any non-compliance	Proposed alternative drafting that meets the business needs described in Attachment I
	11 – Term of work orders			
	12 – Fees			
	13 – Taxes			
	14 – Work health and safety			
	15 – Workplace gender equality			
	16 – Illegal workers			
	17 – Subcontractors			
	18 – Key personnel			
	19 – Conflict of interest			
	20 – Security			
	21 - Privacy			
	22 – Protected information			
	23 – Confidentiality			
	24 – Freedom of information			
	25 – Insurance			
	26 – Access and audit			
	27 – Definitions and interpretation			
	28 – Survival			
	29 – Notices and Nominated Representatives			

	Clause / Schedule / Section	Extent of compliance (choose one): • Agree • Agree with minor non-substantive changes • Substantially disagree • Disagree	Justification for, and impact of, any non-compliance	Proposed alternative drafting that meets the business needs described in Attachment I
	30- Governing law and jurisdiction			
Tranche One Participation Deed (Attachment K)	2 – Process			
	3 – Intellectual Property			
	4 – Confidentiality			
	5 – Resource Commitments			
	6 – Department Equipment			
	7 – Security, conduct and probity			
	8 – Privacy			
	9 – Liability			
	10 – Machinery provisions			
Schedules to Tranche One Participation Deed	1 – Security, Probity and Behavioural Rules			
	4 – Confidentiality Deed Poll			
	5 – CD Participation Deed Poll			

RFT for the procurement of a Systems Integrator Panel

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RFT for the procurement of a Systems Integrator Panel

Response guidelines

A. Summary of Attachment E - SI RFT Pricing Schedule:

Tab	Table	Description	Response Required
Cover	·	Contains the name of the Tenderer, which should be the same legal name which the Tenderer would enter into a contractual arrangement with the department.	✓
Content Page	-	Contains a table of contents listing all tabs and associated tables for Attachment E - SI RFT Pricing Schedule.	○
Response guideline	·	Contains the guidelines of how to respond to this attachment Attachment E - SI RFT Pricing Schedule.	○
Roles & capabilities (R&C)		Contains a summary describing each individual role and capability which may be required throughout each stage of the development life cycle for the WPIT Programme.	○
Glossary	-	Contains a list of terms and definitions.	✓
1. Labour Rates	Table 1.1 - Labour rate for the roles and capabilities required for the WPIT Programme	Request for labour rate details in regards to the roles and capabilities outlined in the tab "Roles & capabilities (R&C)".	✓
	Table 1.2 - Additional recommended roles /capabilities and labour rates	Request for details of any additional roles and capabilities and associated labour rates the Tenderer deems relevant in order to deliver the WPIT Programme.	✓
	Table 1.3 - Assumptions	Request for details of any assumptions made by the Tenderer while providing their responses to the Labour Rates worksheet.	✓
2. Implementation Support Tools	Table 2.1 - Software Implementation Support Tools	Request for software licencing details in regards to any Software Implementation Support Tools required throughout the WPIT Programme.	✓
	Table 2.2 - Assumptions	Request for details of any assumptions made by the Tenderer while providing their responses to the Implementation Support Tools worksheet.	○
3. Other Software	Table 3.1 - Other software products	Request for software licencing details in regards to any Third-Party Software products required throughout the WPIT Programme.	○
	Table 3.2 - Assumptions	Request for details of any assumptions made by the Tenderer while providing their responses to the Other Software worksheet.	✓

B. Unless specified otherwise, all pricing information given in this Attachment E - SI RFT Pricing Schedule applies for the term of the SI Panel Deed.

Tenderers should identify and include any fluctuations in pricing which will occur during the term of the SI Panel Deed under the heading 'Indexation Rate'.

C. Under Section 12 of the RFT it is a minimum content and format requirement that pricing information be submitted in Australian dollars.

D. The Tenderer should complete cells with the following colour code in each of the tables throughout the tabs specified in clause A of this Response Guideline.

Cell Format	Action Required
·	Tenderer Response Required
·	Tenderer Response Required

E. The Tenderer is not permitted to make changes to any of the column in the workbook tabs. If required, the Tenderer may add rows to each table where a Tenderer response is required (as per clause A above).

F. The Tenderer should not make format changes to any of the tables / tab / cells.

G. If the Tenderer does not wish to offer a price for a particular item, they should write "not offered" in the relevant cell.

H. Tenderers should review the Response instructions in each of the workbook tabs specified in clause A of this Response Guideline prior to providing its responses.

I. Those tabs identified in clause A of this Response guideline as not requiring a response, are workbook tabs which contain supporting information. The Tenderer is encouraged to review those tabs before providing their responses.

J. All pricing information submitted in response to this RFT should be provided on the assumption that no shared incentives arrangements will be established for the WPIT Programme.