



Australian Children's  
Education & Care  
Quality Authority

# **National Quality Agenda IT System – Strategic Plan and Investment Roadmap**

## **REQUEST FOR TENDER**



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## 1 LODGEMENT OF PROPOSALS

<b>Closing date</b>	5pm, 11 December 2020  Late submissions will not be accepted.
<b>Lodgement method</b>	Email to: <a href="mailto:Gareth.Parker@acecqa.gov.au">Gareth.Parker@acecqa.gov.au</a>  Email subject line: NQA ITS Strategic Plan - RFT
<b>Questions about this proposal</b>	Please send any questions by email to: <a href="mailto:Gareth.Parker@acecqa.gov.au">Gareth.Parker@acecqa.gov.au</a>  Email subject line: NQA ITS Strategic Plan - Enquiry
<b>ACECQA project owner</b>	Name: Gareth Parker  Position: Senior Manager ICT  Email: <a href="mailto:Gareth.Parker@acecqa.gov.au">Gareth.Parker@acecqa.gov.au</a>  Telephone: (02) 8240 4225



## 2 BACKGROUND

### 2.1 Background

The Australian Children's Education and Care Quality Authority (ACECQA) is an independent national authority based in Sydney. ACECQA provides a wide range of business services to state and territory-based regulators of the child care and early learning sector, and to some 7500 operators of services that make up the sector.

The National Quality Agenda IT System (NQA IT System) is a national database and online business tool, owned and operated by ACECQA on behalf of state and territory regulators and the Australian Government. It supports the secure and efficient administration of the regulatory scheme under the Education and Care Services National Law.

Although the system is owned and managed by ACECQA, governance arrangements involve collaborative decision making with state and territory regulatory authorities and the Australian Government. Forward work planning is undertaken on an annual basis in consultation with governments and reflects priorities set for ACECQA through the Education Council.

The NQA IT System is structured to enable the necessary and appropriate access by the full range of system users, and is accessed in three ways, being via:

- A public portal for sector users to transact business with regulatory authorities
- A secure portal for regulatory authority users
- Customer Relationship Management system (CRM) for regulatory authority users.

A number of applications and software solutions make up the NQA IT System. Core functionality is provided by Microsoft CRM Dynamics 365, which enables customer relationship management, reporting, workflow management and the capture and storage of records. Microsoft SharePoint 2016 integrates with the CRM to provide the user interface. These core applications are enhanced by additional applications which enable specific functionality such as business intelligence and template generation.

The NQA IT System is hosted on a cloud environment. The hosted systems include production, development, and user testing environments.

### 2.2 Purpose and explanation

An independent review conducted for the Education Council in 2019 recommended that ACECQA develop a strategic plan and IT investment roadmap to identify and prioritise investment in the NQA IT system to ensure it is effectively supporting jurisdictions in undertaking regulatory activities.



Implementing this recommendation will necessitate the identification of longer-term priorities to ensure the NQA IT System remains fit for purpose for government, regulatory authority and education and care sector users into the future.

ACECQA seeks to engage an appropriately qualified consultant to undertake research and consultation and to develop a strategic plan and investment roadmap for the NQA ITS.

## 2.3 Project Scope

It will be the role of the successful tenderer to undertake work required to develop a strategic plan and investment roadmap. The plan and roadmap will have a line of sight of at least five years, and the project will include the work items specified in the following section.

# 3 STATEMENT OF REQUIREMENTS

## 3.1 Services Required

The successful tenderer will be required to undertake work across two stages:

### Stage 1:

- Gain an understanding of the IT system and its functionality for regulatory authority users and sector users
- Gain an understanding of current system development priorities and related projects
- Review ACECQA's current system plans, including an internal strategic plan and forward work plan
- Research and provide advice on:
  - Examples of best practice in IT roadmaps, including the identification of tests/criteria applied by government decision makers for IT investment
  - Examples of recent IT strategy and approach-to-investment documents from related fields and in particular, involving regulation of large and diverse markets
  - Relevant reports, publications or case studies regarding future directions in regulatory IT systems
- Undertake consultation with identified government and regulator representatives, ACECQA and a small cross-section of sector representatives to identify the key interests, visions and priorities for system development of key system stakeholders
- Identify appropriate strategic priorities to form the basis of the strategic plan and investment roadmap, in consultation with ACECQA
- Prepare a draft strategic plan and investment roadmap for ACECQA's review



Stage 2:

- Finalise the strategic Plan and Investment Roadmap in response to ACECQA's feedback.
- Submit final Strategic Plan and Investment Roadmap to ACECQA.

In addition to these core requirements, the consultant will be required to:

- Attend a project briefing session with ACECQA to clarify expectations and confirm project planning. At this session, ACECQA will provide further insights to the successful tenderer about current funding arrangements for the system and objectives for the investment roadmap
- Facilitate an online consultation workshop to discuss and develop strategic objectives to inform the NQA ITS strategic plan and investment roadmap
- Provide regular progress updates
- Project manage the project for delivery by April 2021.

### 3.2 Summary of deliverables

The successful tenderer will be required to deliver:

- Consultation sessions with identified stakeholders and a summary of consultation findings
- A draft Strategic Plan for review
- A draft Investment Roadmap for review
- A final Strategic Plan
- A final Investment Roadmap.

## 4 TIME FRAME

Below is an indicative time frame for the project. The final time frame will be agreed with the successful tenderer prior to commencement of the project.

RFT closing date	11 December 2020
Successful tenderer notified	By 8 January 2021
Contract commences and project briefing	Week commencing 18 January 2021
Other milestones	
<ul style="list-style-type: none"><li>• Delivery of draft Strategy and Investment Roadmap to ACECQA</li></ul>	12 March 2021
<ul style="list-style-type: none"><li>• Delivery of final Strategy and Investment Roadmap to ACECQA</li></ul>	9 April



Final delivery and project completion	9 April
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## 5 RESPONSE FORMAT

Responses to this RFT must include:

- A. tenderer name, address and ABN
- B. name, address, email and phone number of contact person for queries
- C. details of how the project will be managed / delivered, including an indicative project plan
- D. detailed cost estimates as outlined in section 5.1, including any incremental costs
- E. names of specific personnel to be involved in the project, their qualifications and experience and their allocated time to the project
- F. brief descriptions of previous projects of a similar nature
- G. demonstrated capability and capacity to meet the tender requirements
- H. contact details for two referees that can demonstrate the tenderer's capacity to deliver to high quality, on time and within budget

Response To Tenders should be received no later than **close of business 11 December 2020**. Late submissions will not be accepted.

### 5.1 Cost breakdown

ACECQA would like a cost breakdown into the effort of days and costs for the following components:

- Stage 1:
  - Research and environmental scanning
  - Consultation with ACECQA and stakeholders
  - Preparation of draft strategic plan and investment roadmap
- Stage 2:
  - Collection and consideration of ACECQA feedback, finalisation of strategic plan and investment roadmap
- Project management activities

## 6 SELECTION CRITERIA

Tenders will be assessed using the following criteria:



No.	Criteria
1	Experience and/or expertise in digital transformation projects
2	Experience and/or expertise in the design and development of regulatory IT systems
3	Experience in the development of IT strategic plans and/or IT roadmaps for government organisations
4	Approach to risk management
5	Financial viability and compliance (legal and insurances) <ul style="list-style-type: none"><li>• Demonstrated evidence of financial viability through financial reports</li><li>• Workers' compensation insurance as required by law</li><li>• Public Liability insurance at a minimum of \$5,000,000</li><li>• Professional Indemnity insurance at a minimum of \$5,000,000</li></ul>
6	Pricing – Prices offered will be assessed in conjunction with the tenderer's evaluation according to the above criteria to enable selection based on value for money.

The selection of a preferred tenderer will be based on the most efficient and effective outcome for ACECQA. This involves assessing value for money and quality of service against this Request for Tender (RFT).



## 7 TERMS OF REQUEST FOR TENDER

### 7.1 Disclaimer

ACECQA is not obliged to enter into any legally binding agreement with a respondent.

Nothing in this Request for Tender (RFT) creates or implies a legally binding agreement between ACECQA and the respondent.

ACECQA will not be liable for any acts or omissions of the respondent or costs or expenses incurred, as a result of the information provided by ACECQA in this RFT.

The respondent is deemed to have read and understood all relevant information associated with the RFT and warrants that their submission is complete and contains accurate information.

### 7.2 Privacy notice

Respondents should familiarise themselves with other policies relevant to this RFT including:

- ACECQA Privacy Policy
- ACECQA Freedom of Information Policy

These documents are available on ACECQA's website

### 7.3 Conflict of interest

If a respondent is concerned about the existence of, or potential existence of, a conflict of interest, they should notify ACECQA immediately. ACECQA will then determine how the matter should best be handled.

### 7.4 Probity and ethical behaviour

Probity and ethical behaviour governs the conduct of all procurement activities at ACECQA. All staff with the authority to procure goods and services or otherwise involved in the procurement process must act ethically, with integrity, probity, and in line with the ACECQA Procurement Policy.

ACECQA requires the same standards from those with whom it deals.