



Australian Children's  
Education & Care  
Quality Authority

# **National Quality Agenda IT System**

## **Technical Upgrade and SaaS Migration Project**

### **REQUEST FOR TENDER**

**April 2022**



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## 1 LODGEMENT OF PROPOSALS

<b>Closing Date</b>	13 May 2022  Late submissions will not be accepted.
<b>Project Briefing Session Registration</b>	Please register for Project Briefing Session by email to: <a href="mailto:Sackouni.Keerthisinghe@acecqa.gov.au">Sackouni.Keerthisinghe@acecqa.gov.au</a>  Email subject line: NQA ITS Technical Upgrade and SaaS Migration Project – Briefing  Online Briefing Date: 21 April 2022 @ 3-4pm AEST
<b>Lodgement Method</b>	Please lodge by email to: <a href="mailto:Sackouni.Keerthisinghe@acecqa.gov.au">Sackouni.Keerthisinghe@acecqa.gov.au</a>  Email subject line: NQA ITS Technical Upgrade and SaaS Migration Project – RFT
<b>Questions about this Proposal</b>	Please send any questions by email to: <a href="mailto:Sackouni.Keerthisinghe@acecqa.gov.au">Sackouni.Keerthisinghe@acecqa.gov.au</a>  Email subject line: NQA ITS Technical Upgrade and SaaS Migration Project - Enquiry
<b>ACECQA Project Owner</b>	Name: Gareth Parker  Position: Senior Manager, Regulatory Systems Email: <a href="mailto:Gareth.Parker@acecqa.gov.au">Gareth.Parker@acecqa.gov.au</a>



## 2 BACKGROUND

### 2.1 Purpose and explanation

The Australian Children's Education and Care Quality Authority (ACECQA) seeks to engage a highly experienced and qualified Microsoft Gold vendor to partner with in the project management and delivery of a digital transformation project. [This involves transformation of ACECQA's National Quality Agenda IT System from its](#) current state to deliver the first phase of achieving its target state, as detailed in this RFT.

Using a co-development approach, ACECQA will provide a small team of developers, business analysts, a product manager, and an internal project manager, with which the successful vendor partner will work to drive and implement delivery of the Software as a Service NQA IT System migration, and a set of related initiatives aligned to best practice. In doing so, the successful partner will work with ACECQA to develop our internal capability to support an enduring IT solution that can continue to be enhanced to meet the needs of our diverse stakeholders.

### 2.2 Background

#### **Strategic context**

ACECQA is an independent national statutory authority. ACECQA provides a wide range of business services to state and territory and Australian Government regulators of the childcare and early learning sector, and to some 7500 operators of more than 15,000 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.

ACECQA has worked with its regulatory / government partners to develop a strategic plan and IT investment roadmap that identifies and prioritises investment in the NQA IT System over a 4-5 year horizon, to best ensure that it effectively supports jurisdictions and regulated sector users in their activities.

With a diverse stakeholder group, ageing technology, and new and emerging requirements from regulatory and sector stakeholders, this longer-term strategic view for the NQA IT System accommodates and reflects how regulatory technology will change over time, and shape how ACECQA will deliver the NQA IT System to continue to meet the needs of all system users.

In particular, the plan and roadmap addresses:



- Desired future experiences of the system by ACECQA, government and sector users and the digital technology that will support this
- A clear articulation of the future direction of the NQA ITS aligned to strategic goals.

### ***Implementing the strategic plan and investment roadmap***

The plan and roadmap identified a desired target solution that will address the challenges and transform to meet the needs of ACECQA and all users of the IT system.

To transition to the target state, there are ten key initiatives to deliver by 2025, the first of which – designing the 'target state architecture and transition pathway', has been delivered.

These initiatives range from reviewing the system's architecture, governance, and change management practices, to strengthening the capture and delivery of data and reporting. Whilst these initiatives are discrete items, there are also interdependencies which will build to our desired target state.

The initiatives are outlined below, noting that Initiative 1 – Target State Architecture – has been completed and informs the delivery of all further initiatives. ACECQA is now seeking a vendor partner to work with to deliver the initiatives highlighted in **bold font (i.e. initiatives 5, 6 & 9)**.

- ***Initiative 1: Target State Architecture - **Delivered*****
  - *Description: Target State Architecture design, investigation into Technical Debt accrued and review benefits and costs for Software as a Service (SaaS) migration*
- Initiative 2: Service Overview
  - Description: Service Overview Offering Conditions and Rate Cards for Development of Features
- Initiative 3: Requirements Management
  - Description: Review and uplift requirements development and management across product lifecycle.
- Initiative 4: Change Management
  - Description: Review and uplift change management across the product lifecycle, including training and communications.
- **Initiative 5: Software as a Service (SaaS) Migration**
  - Description: Migration to a Cloud Environment and transition away from current vendors
- **Initiative 6: Data & Insights**



- Description: Data Warehouse and Reporting & Dashboard tool
- Initiative 7: Usability Enhancements
  - Description: Usability Enhancements focused on operationalising the key components of the systems for governments
- Initiative 8: Data Retention
  - Description: Solution for compliance with Data Retention rules
- **Initiative 9: API Service Offering**
  - Description: Build out API service to host API methods and expand integration points
- Initiative 10: Mobile access
  - Description: Mobility and Mobile access enhancement including offline capabilities

***To inform potential vendor submissions, a summary of the 'technical briefing and transition pathway' document can be provided in confidence on request to:***

- [Sackouni.Keerthisinghe@acecqa.gov.au](mailto:Sackouni.Keerthisinghe@acecqa.gov.au)

## 2.3 About the System

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:

- 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.

Several 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 in a cloud environment. The hosted systems include production, development, and user testing environments.

## 2.4 Project Scope

It is envisaged that the overall implementation of the NQA IT System strategic plan and investment roadmap will occur over four distinct but related phases (aka system releases 1, 2, 3 & 4), to achieve the overall target state.

ACECQA is now seeking proposals that address all aspects of NQA IT System "Release 1"



It will be the role of the successful tenderer to lead and partner in undertaking the effort required to migrate the NQA ITS from on-premise CRM Dynamics v8.2 to CRM Dynamics 365 Online, as well as the related initiatives under 'release 1' that are required to achieve the first phase of the longer term target state. The successful tenderer will, in close collaboration with ACECQA's technical team, design the transformation plan, provide the necessary technical expertise and guidance to the team, assist in the implementation of the design, and provide all required support to bring the project to successful completion, including relevant documentation. A limited post-implementation period of support should also be included.

### 3 STATEMENT OF REQUIREMENTS

#### 3.1 Requirements

The successful tenderer will be required to undertake the following:

- Review and gain an understanding of the NQA ITS application and current functionality
- Review and provide feedback on the proposed high-level future state architecture for the NQA ITS
  - Provide industry best-practice advice on how to transition from the on-premise model to a SaaS cloud-based model
  - Provide industry best practice advice for planning and implementation of security for the proposed architecture
- Prepare and present a project schedule for migration
- Provide technical resources to ensure project success
- Design/configure and document future state architecture environment including development/ UAT/preproduction and production environments
- Work in collaboration with the internal ACECQA Application Development Team to:
  - provide technical overview of the project and advice, ensuring best-practice procedures are followed
  - ensure alignment of the solution with the Australian Government Information Security Manual (ISM) and the Protective Security Policy Framework (PSPF)
  - ensure all front-end development meets required Government guidelines – e.g., website design should be WCAG v2.1 compliant and provide industry best practice architecture and design – including entities, workflows, plugins, etc.
  - configure and develop a CRM online instance which has no reduction in functionality from the current on-premises CRM application
  - implement an API framework for external system integrations
  - migrate existing application data into the new solution
  - provide a full documentation suite including, but not limited to:
    - technical documentation covering the architecture of the solution
    - data flow diagrams
    - technical maintenance documentation
    - data dictionary
    - documentation for all methods, interfaces, etc. for the solution API
    - user documentation for integrating/consuming the solution API
  - provide post-implementation support and/or a warranty.



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

- Project manage milestones, deliverables, timeline, risk register and agreed schedule
- Provide written monthly progress reports and attend project committee meetings.

### 3.2 Summary of deliverables

The successful tenderer will be required to provide a proposal for how it will partner with ACECQA to deliver Phase 1 in accordance with the timeframes below.

**Phase 1 – Release 1 – Due Qtr1. 2023**

- Initiative 5 – Software as a Service
- Initiative 9 – API Service Offering
- Initiative 6 – Data & Insights

While not included in the scope of this RFT, the following estimated schedule for future releases required to finalise implementation of the NQA IT System strategic plan and investment roadmap is provided for reference.

**Phase 2 – Release 2 – Est. Qtr2. 2024 (TBC)**

- Initiative 7 – Enhancements
- Initiative 8 – Data Retention

**Phase 3 – Release 3 – Est. Due Qtr3. 2024 (TBC)**

- Initiative 7 – Additional Enhancements

**Phase 4 – Release 4 – Est. Due Qtr1. 2025 (TBC)**

- Initiative 10 – Mobile Access

## 4 TIME FRAMES

ACECQA will aim to meet the following timeframes for the evaluation and selection of a suitable partner for delivery of this project.

Milestone	Timeframe
RfT Release	13 April 2022
Project Briefing Session and Questions	21 April 2022 @ 3-4pm AEST
Submission Close	13 May 2022 @ 5pm AEST
Internal evaluation against criteria	16 May – 27 May 2022
Request for additional information	16 May – 27 May 2022
Final evaluation of shortlisted tenderers	Week commencing 30 May 2022



Successful tenderer notified	Week commencing 6 June 2022
Services contract executed and project commences	Week commencing 6 June 2022
Unsuccessful suppliers notified	Week commencing 6 June 2022
Phase 1 Delivery/Go Live	End of Q1 2023

## 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 on the submission date**.  
Late submissions will not be accepted.

### 5.1 Cost breakdown

ACECQA requests a cost breakdown into the effort of days and costs for the following components of **'phase one – release 1'**:

Task	Estimated Effort (days)	Estimated Cost (AUD)
Project Management		
Baseline configuration and setup of cloud infrastructure		
Phase 1 – (SaaS Migration, API Service Offering, Data & Insight)		
- Analysis		
- CRM & SharePoint Upgrade & Rebuild		



- API Service configuration/Implementation		
- Power BI rebuild include data warehouse/repository		
- Data migration plan and migration		
Solution Documentation as per 3.1		
Post implementation support and/or warranty period		

Resources may be added or removed in the following table as necessary.

Resource	Estimated Effort (days)	Estimated Cost (AUD)
Project Manager		
Solution/Technical Architect		
PowerApps / PowerPlatform Developer		
Data Specialist		
Tester		

## 6 SELECTION CRITERIA

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 RFT. Tenders will be assessed using the following criteria:

No.	Criteria
1	Experience and/or expertise in large scale digital transformation projects using a co-development approach
2	Experience and/or expertise in the design and development of regulatory IT systems
3	Experience in migrating Microsoft CRM Dynamics on-premises applications to Dynamics CRM cloud platforms



4	Approach to delivering project objectives using standard project management methodology including ability to meet the specified timeframes.
5	Approach to risk management
6	Microsoft Gold partner accreditation (essential minimum requirement)
7	Value for money

## 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 familiarize 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 behavior

Probity and ethical behavior govern 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.