



Australian  
National  
University

# Request for Tender Header

Contact Centre for Service Desk System

Ref: ANU23-055

Release Date: Wednesday 19 April 2023

Close Date: 4:00pm AEST Friday 19 May  
2023

Description	Details
RFT Reference	ANU23-055
RFT Release Date	Wednesday 19 April 2023
University's contact for the purpose of this RFT	Bernadine Bogusz ICT Strategic Procurement and Contracts Officer ITS Bernadine.bogusz@anu.edu.au Level 1, W.K. Hancock Building, 43 Biology Place Acton ACT 2601
Estimated Contract Period	3 years
Estimated Extension Options	2 x 12-months
Tender Instructions	Tenderers must provide a response to the RFT requirements using <b>Attachment A: Response Form</b>
Questions Closing Date and Time	4:00pm AEST (Canberra Time) Friday 12 May 2023
RFT Closing Date and Time	4:00pm AEST (Canberra Time) Friday 19 May 2023
Lodgement Method	Via the ANU TenderLink portal <a href="https://portal.tenderlink.com/anu">https://portal.tenderlink.com/anu</a> Attention: Bernadine Bogusz

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# 1. Background

The Australian National University (ANU) is Australia's finest University supporting the growth and development of close to 22,000 undergraduate and postgraduate students. In addition to this the ANU is a research powerhouse bringing together the best minds from across the world to solve some of the modern world's most complex problems. To support these pursuits, the ANU has close to 4150 staff.

Information Technology is a clear enabler for the ANU to support corporate, teaching and learning and scholarly pursuits. Currently the ANU is embarking on a transformation agenda with a focus on renewing its IT investments in alignment with industry best practice and the needs of the organisation.

The University is replacing its on premise contact centre solution with a standalone cloud based solution. The objective is to complete the delivery of the in-scope requirements for a Cloud Contact Centre deployment for the ANU environment. Once deployed, ANU will be able to transition contact centre staff onto a fit for purpose solution spanning all the department and business units requiring contact centre technologies. The final solution will be managed and supported by the service provider.

## 1.1. Requirement Scope

This procurement process has been initiated to facilitate the identification of an appropriately skilled, qualified and experienced Service Provider for replacement of the current on premise contact centre solution with a standalone cloud based solution.

# 2. University Requirements

## 2.1. Service Requirement Overview

The University is seeking the following Services, with the full Requirements set out in **Schedule 1: Statement of Requirements**:

1. A detailed approach to implementing a cloud based solution for contact centres that includes integration with ServiceNow.
2. Design documentation to support the approach.
3. No solution will have a dependency on the current contact centre solution at the end of the project.
4. Support the procurement of hardware (handsets/headsets) and deploy relevant devices for the applied use cases.
5. Provide face to face training and related materials where applicable.
6. Migration from current solution that includes:
  - a. 14 contact centres
  - b. 350 agents (180 concurrent licences)
  - c. 40 licenses for Call recording
7. Service Management/Service Support – during and post migration that includes well defined SLR's and Management/Support of the peripheral hardware.
8. Delivery within the nominated timeframe.

## 2.2. Engagement Timeline

The engagement is intended to commence within 1 week of Contract execution for a period of 3 years with 2 x 12-months extension options.

The Services deployment is expected within 6 weeks of commencement.

## 2.3. Response Requirements

### 2.3.1. General Requirements

Tenderers must provide a response to the Requirements and criteria specified in **Attachment A: Response Form**, including the following details:

- Availability, commencement date, possible delays, and ability to deliver the Services within the required timeframes;
- Proposed Specified Personnel who will provide the Services and their experience and qualifications relevant to the Services (please limit resumes to one page per Specified Personnel) including their proposed utilisation for the Services;
- Details of recent involvement in engagements of similar size and scope;
- Proposed approach to the engagement including:
  - approach to incorporating relevant requirements as applicable from the University Procurement policies;
  - how the Advisor would propose to work with the University's Project Team; and
  - the Methodology and tools to be used in undertaking the project.
- Proposed fees, including an estimate of total cost of the engagement, hourly and daily rates and any proposed travel, disbursements etc. Tenderers may also propose an approach based on fixed payments. Details of any such proposal are to be included in the response;
- Process for managing any (potential) conflicts of interest throughout the project; and
- References for two clients to whom similar Services have been provided.

### 2.3.2. Preparation of Response

All costs and expenses incurred by Tenderers in any way associated with the development, preparation and submission of a response to this RFT, including but not limited to attendance at meetings, discussions and providing any additional material required by the University, will be borne exclusively by the Tenderers.

### 2.3.3. Disclosure of Contents and Information

The University will treat responses as confidential. The University will not disclose any response contents or information, except:

- As required by law (including, for the avoidance of doubt, as required under the Freedom of Information Act);
- for the purpose of investigations by the Commonwealth Auditor-General, the Commonwealth Privacy Commissioner, or a delegate of the Auditor-General or the Privacy Commissioner or other government authorities having relevant jurisdiction; or
- To external consultants and advisers of the University engaged to assist with the process.

#### 2.3.4. Use of Response

Upon receipt of response in accordance with the requirements of this RFT, all responses become the property of the University. Submitting parties will retain all ownership rights in intellectual property contained in the response.

#### 2.3.5. Withdrawal of Response

A Tenderer who wishes to withdraw a response must immediately notify the University. Upon receipt of such notification, the University will cease to consider that response.

### 3. Timeline, Conditions and Evaluation Process

#### 3.1. Indicative Selection Timeline

The table below provides an overview of the indicative timeline for this procurement process:

Event	Date/Time
Release of RFT	Wednesday 19 April 2023
RFT Closing Date and Time	Friday 19 May 2023
Selection of Preferred Provider (s)	9 June 2023
Commencement of Engagement/contract	21 June 2023
Notification of Unsuccessful Tenderers	23 June 2023

#### 3.2. Submission of Response

3.2.1. Tenderers to this RFT must submit their response by **4:00pm AEST on Friday 19 May 2023** through the University's e-tender portal at <https://portal.tenderlink.com/anu>. Tenderers should ensure that they allow sufficient time to upload their responses prior to closing time.

3.2.2. Responses submitted after this Closing Date and Time will not be accepted by the University, except where the Tenderer can clearly demonstrate (to the reasonable satisfaction of the University) that the late lodgement of the response was:

- Where University mishandling has occurred (in such situations the University in its absolute discretion, will make a determination as to whether a mishandling has occurred); or
- Hindered by a major incident and the integrity of the process will not be compromised by accepting a response after the Closing Date and Time.

3.2.3. The Closing Date and Time are at the sole and absolute discretion of the University and may be extended at the University's discretion at any time prior to the Closing Date and Time published in the above table. Any such changes will be notified to potential Tenderers via the University's e-tender portal at <https://portal.tenderlink.com/anu>.

#### 3.3. Unauthorised Communications

Communications (including promotional or advertising activities) with staff of the University or consultants assisting the University with the RFT process are not permitted during the RFT process or otherwise with the prior written consent of the Contact Officer (contactable via the

question function of the Tenderlink portal). Tenderers must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the process in any way.

### 3.4. Question and Answer Process

Potential Tenderers may seek clarification of the meaning of the content of this RFT at any time up to five (5) working days prior to the Closing Time and Date. All enquiries must be submitted via the University's e-tender portal at <https://portal.tenderlink.com/anu>. The University will, at its sole discretion, determine whether to respond to questions. Any election not to respond will be notified to the Tenderer asking the question.

In all cases, the University reserves the right to forward any clarification of the meaning of the content of this RFT to all Tenderers on a non-attributable basis.

### 3.5. Clarification of Responses

If, in the opinion of the University, a response is unclear in any respect, the University may, in its absolute discretion, seek clarification from the Tenderer.

### 3.6. Unintentional Errors of Form

If an unintentional error of form in a Tenderer's response is identified prior to award of a contract, the University may in its absolute discretion allow correction of that error by the Tenderer by the submission of a correction, variation or additional information.

An unintentional error of form is an error that the University is satisfied in its absolute discretion:

- Represents incomplete information not consistent with the Tenderer's intentions and, if relevant, capabilities at the time the submission was lodged; and
- Does not affect materially the competitiveness of the Tenderer's response.

### 3.7. Evaluation of Responses

The University will evaluate responses to determine the Tenderer who offers the best value for money based on the requirements as specified in Section 2.1.

### 3.8. Evaluation Process Overview

The evaluation process may include the following steps:

- Detailed evaluation of submission to this RFT;
- Selection of short-listed Tenderer;
- Reference checks, if required;
- Negotiations and further clarification with short-listed Tenderer including presentations as required;
- Selection of Preferred Provider(s); and
- Notification to Tenderers.

The University, at its discretion may vary this process at any time.

### 3.9. Warranties

By submitting a response, a Tenderer warrants that:

- in lodging its response, it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the University, its officers, employees, agents or advisers other than any statement, warranty or representation expressly contained in the RFT;
- they did not use the improper assistance of University employees or information unlawfully obtained from the University in compiling its response;
- they have examined this RFT, and any other documents referenced or referred to herein, and any other information made available in writing by the University to Tenderers for the purposes of providing a response;
- they have sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks and other circumstances affecting its response;
- they have otherwise obtained all information and advice necessary for the preparation of its response;
- they are responsible for all costs and expenses related to the preparation and lodgement of its response, any subsequent discussions, and any future process connected with or relating to the RFT process;
- they otherwise accept and will comply with the rules set out in this RFT;
- they will provide additional information in a timely manner as requested by the University to clarify any matters contained in the response; and
- they are satisfied as to the correctness and sufficiency of their response.

### 3.10. Right Not to Proceed

The University is not bound contractually, or in any other way, to Tenderers that respond to this RFT. The University reserves the right not to proceed with this RFT or any part of it, and to suspend or vary the RFT and/or its requirements at any stage.

### 3.11. Contract Basis

The Tenderer/s selected, as the Preferred Provider/s will be expected to agree to a **Schedule 2 - Goods and Services Agreement** with the University.

Acceptance of the preferred submission will be subject to the execution of the Contract at **Schedule 2**. Tenderers should include a statement of their compliance against the Contract clauses in accordance with clause 3.12.

### 3.12. Contract Compliance

3.12.1. Tenderers must report compliance against the Contract in accordance with the following rules:

- **“Complies”** means:
  - In the case of a clause which is of an informative nature only, that the clause has been read and understood;
  - In the case of a clause which specifies a requirement or characteristic of performance to be met by the Tenderer, that the Tenderer is able to provide the requirement or characteristic of performance as specified; and
  - In the case of a clause which imposes a condition, that the condition is agreed to.
- **“Partially compliant”** means the condition, characteristic or performance requirement in the clause can be substantially met by the Tenderer, subject to certain qualifications.
- **“Not compliant”** means the condition, characteristic or performance requirement in the clause is not substantially met.



- Responses such as “noted” are not acceptable.
- If a Tenderer does not include any items of partial or non-compliance in the Compliance Statement, the Tenderer will be regarded as fully complying with all clauses of the relevant Contract.

### 3.12.2 Partially Compliant and Not Compliant

Where a Tenderer indicates Partially Compliant or Not Compliant for a particular clause, details of the extent of partial compliance or non-compliance must be included in the response.

The Tenderer should provide additional information in relation to the partial or non-compliant response, including the reasons for this response and any alternative wording.

## Attachment A: Response Form

As attached

## Annexure C: Pricing Response Form

As attached

## Annexure E: Security Questionnaire

As attached

## Annexure F: Contractor WHS Management System Checklist

As attached

## Schedule 1: RFT Statement of Requirements

As attached

## Schedule 2: Goods and Services Agreement DRAFT

As attached