



STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM

JEREMY HANSON MLA (CHAIR), MICHAEL PETTERSSON MLA (DEPUTY CHAIR), MARK PARTON MLA,
SUZANNE ORR MLA

**Inquiry into referred 2016–17 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE**



Asked by MR COE MLA:

Chief Minister, Treasury and Economic Development Directorate 2016/17 Annual Report, Procurement and Capital Works, Output 8.1

In relation to Tenders ACT Search Functions:

1. Have the software issues affecting the Tenders ACT Contracts Register search function been remedied?
 - a. If not, what are the factors causing the delay?
 - b. If so, when and what actions were taken to fix these issues?
2. What actions has the ACT Government taken to prioritise resolving these issues?
 - a. Have any deadlines been set by the ACT Government to resolve these issues?
 - i. If so, what are they?
 - b. Have any processes been put in place to meet the deadlines?
 - i. If so, what are they?
3. What KP I's are set for the software developers maintaining the website?
4. In regards to the contract for these software developers, please provide:
 - a. What was the value of the contract;
 - b. What was the contract name;
 - c. What was the contract number;
 - d. Who was the contractor.
5. Have these software developers contracted for the TendersACT website been hired to maintain any other Government websites?
 - a. If so, what website?
6. Are there any penalties for non-compliance or delays contained within the contract for software developers for the TendersACT website?
 - a. If so, what are the penalties, and have they been imposed?
7. What were the results of the formal usability survey of Tenders ACT?
 - a. Are these results public?
 - i. If so, please provide a copy.
 - ii. If not, why not?
 - b. Were the search issues identified in March specifically mentioned or covered in the Survey?
 - i. If not, why not?



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Mr BARR MLA: The answer to the Member's question is as follows:—

1. The software issues affecting the Tenders ACT Contract Register search function have been corrected in the test version but has not yet been rolled out to public version. The various workarounds that resolve any issues are, and have always been, available in the public version of Tenders ACT.
 - a. The delay in the rollout of fix to the specific issue for the public version of Tenders ACT has been associated with consideration of transferring the hosting arrangements of Tenders ACT to an external supplier, and to utilise a window of low use as to not inconvenience Tenders ACT users.
2. The ACT Government prioritised the required fix to be released in the next system software upgrade.
 - a. The next release of upgrades to Tenders ACT is scheduled to occur in the fourth quarter 2017, to align with a period of lower use of the system. It is expected to occur mid-December 2017.
 - b. The fix to the search issue has been made in the test version of the system and has been verified by the developers and the Tenders ACT team as part of the regular release cycle.
3. The software developers (Morton Blacketer) do not maintain the website – it is currently hosted within the ACT Government's environment. As such, there are no KPIs imposed by the contract for maintenance of the website.
4. The current contractual arrangements for the software developers are:
 - a. Value of the contract \$395,400 (comprising \$241,650 one off implementation and \$60,000 annual support)
 - b. Contract name ACT Electronic Tendering System
 - c. Contract number 2015.23971.210
 - d. Contractor Morton Blacketer PTY LTD and Adelaide Cloud PTY LTD
5. The software developers for Tenders ACT have not been hired to maintain any ACT Government website.
6. The arrangements with Morton Blacketer for ongoing support of the software used in the ACT Government's e-tendering system, contain standard quality of service obligations and contractual remedies.
 - a. No penalties have been applied under the contract.
7. The Useability Survey of Tenders ACT found, inter alia:

90% of responding organisations found the website useful, supportive and easy to navigate; and

82% of responding organisations were able to meet their business needs and objectives through the use of Tenders ACT.

 - a. The survey results have not been released publically
 - i. Not applicable
 - ii. The survey has not being released publicly .



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- b. The Survey did not explicitly seek views of business users on the search facility, as it was a seeking general views on the useability and utility of the e-tendering system as a whole.
 - i. Not applicable.

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature: *Andrew Barr*

Date: 24. 11. 2017

By the Treasurer, Mr Andrew Barr MLA

