



Emergency Procurement Notification

Procurement in response to COVID-19

Group/Division:	Visa Delivery Transformation Division	
Branch/Section:	Channel Management Branch	
Contact Officer:	Renelle Forster	
Procurement Description:	The implementation and operation of the National Stay at Home call centre function.	
Value:	\$30,000,000.00 (GST Inclusive)	
Supplier/s:	Datacom Connect Pty Ltd	
Delivery location and timeframe:	Australia (various locations nationally) To be implemented and ready to receive calls from 30 March 2020	
Situation and Background:	The Government established the National Coordination Mechanism (NCM) in the Department of Home Affairs in response to the COVID-19 pandemic. One of the activities being pursued by the NCM is the design, establishment and provision of the National Stay at Home Support Service. The requirement is directly due to the COVID-19 pandemic and standard procurement practices will not support the achievement requirement.	
Details of the procurement process:	Limited Tender to Datacom Connect Pty Ltd. The Department currently provides Client Enquiry Services (CES) through the Global Service Centre (GSC) operated by Datacom. Datacom also operate a number of other federal government service centres. The establishment of the CES GSC was undertaken through an open tender method of procurement.	
Date of PGPA Delegate Approval:	28 March 2020	
If applicable, explanation of the events that prevented prior approval:	The National Stay at Home Support Service had to be established without delay, within two business days of concept. All resourcing was initially directed towards the establishment of the service and approvals were obtained over a weekend period.	
Authorising Officer/PGPA Delegate:	Andrew Kefford A/g Deputy Secretary Immigration and Settlement Services	As per spending proposal signed 28 March 2020 (ADD2020/1713447) Signature Date

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s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Accountable Authority Instructions

In accordance with clause 3.37 of the AAls officials must comply with the Commonwealth Procurement Rules (CPRs) unless you have approval from the Secretary to apply measures under paragraph 2.6 of the CPRs, to take action to address an emergency situation that requires immediate action. In the event of an emergency related to COVID-19, the Chief Procurement Officer can approve measure under paragraph 2.6 of the CPRs.

As soon as practicable, this notification must be provided to the Procurement Policy and Improvement Branch (procurement.helpdesk@homeaffairs.gov.au) to coordinate Chief Procurement Officer approval and reporting to the Secretary.

s. 22(1)(a)(ii)

Not approved
CEP-Procurement
1.4.2020

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SPENDING PROPOSAL

To: Andrew Kefford PSM, Deputy Secretary Immigration and Settlement Services *AKC 28/iii*

Cc: Tracy Hobden, Assistant Secretary Management Accounting Branch

Date: 28 March 2020

Ref No:

Procurement of the National Stay at Home Support Service Requirement From Datacom Connect Pty Ltd

Timing

Approval is required by 28 March 2020 in order to issue the Letter of Intent to Datacom Connect Pty Ltd (Datacom) for the provision of the National Stay at Home Support Service requirement.

Purpose

To:

1. seek your approval as the *PGPAAs23(1) – to enter, vary or administer agreements delegate*, to issue a Letter of Intent (**Attachment A**) to Datacom Connect Pty Ltd (Datacom) for the provision of the National Stay at Home Support Service requirement in response to the COVID-19 pandemic.
2. seek your approval as the *PGPAAs23(3) – spending proposal delegate* the proposed commitment of up to \$30,000,000.00 (GST Inclusive) for the provision of the National Stay at Home Support Service requirement in response to the COVID-19 pandemic as set out in **Attachment A**.
3. sign **Attachment A**.

Background

4. The Government established the National Coordination Mechanism (NCM) in the Department of Home Affairs in response to the COVID-19 pandemic. One of the activities being pursued by the NCM is the design, establishment and provision of the National Stay at Home Support Service.
5. The Department currently provides Client Enquiry Services (CES) through the Global Service Centre (GSC) operated by Datacom. Datacom also operate a number of other federal government service centres.
6. The establishment of the CES GSC was undertaken through an open tender method of procurement. The length of the procurement was in excess of 12 months. The National Stay at Home Support Service must be established without delay and is planned to be established within two business days of concept. The requirement is directly due to the COVID-19 pandemic and standard procurement practices will not support the achievement requirement.

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7. The Secretary of Home Affairs, as the Accountable Authority, has provided an exemption under section 2.6 of the Commonwealth Procurement Rules (CPRs) for relevant activities related to the COVID-19 response. Section 2.6 of the CPRs states:

"These CPRs do not apply to the extent that an official applies measures determined by their Accountable Authority to be necessary for the maintenance or restoration of international peace and security, to protect human health, for the protection of essential security interests, or to protect national treasures of artistic, historic or archaeological value".

8. The required Emergency Procurement Notification template has been prepared and will be sent to the Procurement Helpdesk as detailed in the *Emergency Procurement Procedure COVID-19* Fact Sheet.

Estimated Value

9. s. 22(1)(a)(ii)
10. s. 22(1)(a)(ii) The National Stay at Home Support Service will utilise up to 1,000 staff operating 24/7. s. 22(1)(a)(ii) an upper estimate of costs is \$10,000,000.00 (GST Inclusive) per month. This spending proposal is intended to cover at least the period until a formal contract can be developed and for this purpose an outer period of 3 months was utilised, thus the total estimated value of this Letter of Intent is \$30,000,000.00 (GST Inclusive).
11. This procurement is funded with operational expenditure from cost centre 17107
12. Statistical code 750448 – s. 22(1)(a)(ii) (Departmental) is to be used in the raising of the Purchase Order.

Contract Term

13. The Letter of Intent cover the period from the date of issue until such time as either:
- a formal Contract is signed; or
 - the parties agree that formal terms cannot be reached and Datacom stop performing the services.
14. This period is not expected to exceed 3 months from the date of issue of the Letter.

Consultation

15. Consultation has occurred with:
- CCELB who have approved the draft Letter of Intent (**Attachment A**)
 - Finance Division who have provided funds availability up to \$30,000,000.00 (GST Inclusive) (**Attachment B**).

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Recommendation

It is recommended that you:

1. Approve, as the PGPAAs23(1) – to enter, vary or administer an arrangement delegate, to issue Attachment A to Datacom for the provision of the National Stay at Home Support Service requirement in response to the COVID-19 pandemic:

Approved Not approved Please discuss

2. Approve, as the PGPAAs23(3) – spending proposal delegate, the proposed commitment of up to \$30,000,000.00 (GST Inclusive) for the provision of the National Stay at Home Support Service requirement in response to the COVID-19 pandemic as set out in Attachment A:

Approved Not approved Please discuss

3. Sign the attached Letter of Intent (Attachment A):

Signed Not signed Please discuss

s. 22(1)(a)(ii)



Renelle Forster

AS Channel Management Branch

Andrew Kefford PSM

Deputy Secretary Immigration and Settlement Services

s. 22(1)(a)(ii)

March 2020

28 March 2020

Contact Officer: s. 22(1)(a)(ii)

Division/Branch: Visa Delivery Transformation/Channel Management

Phone: s. 22(1)(a)(ii)

Attachments:

- A. Letter of Intent for the Provision of the National Stay at Home Support Service Requirement
B. Funds Availability (Email T. Hobden to s. 22(1)(a)(ii) of 6:05:59 PM 27 March 2020)

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