Accenture Public AIC Plan – HR Sustainment

<table>
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<tr>
<th>Company Details</th>
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<tr>
<td>Company Name</td>
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<tr>
<td>Location</td>
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<td></td>
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<tr>
<td>Website Address</td>
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Executive Summary

The AMSPA HR Sustainment Contract provides 5 years of level 3 sustainment activities for the Defence HR suite of applications. Sustainment activities include:

- Performance tuning applications
- Resolving reported incidents and problems
- Performing root-cause analysis for critical and high priority incidents
- Performing approved minor enhancements to in scope applications
- Updating user, system and operations documentation

Level 1 and level 2 sustainment activities are retained by Defence and out of scope of this contract.

The overall value of this contract is approximately $42.1M AUD with the Australian Industry contribution representing over 99% of contracted work.

Table 1: Australian Industry Participation in the Program

<table>
<thead>
<tr>
<th>Australian Company</th>
<th>Activity Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>Accenture Australia</td>
<td>Level 3 sustainment activities</td>
<td>Canberra, ACT</td>
</tr>
<tr>
<td>UXC Limited</td>
<td>Defence payroll consulting services in a staff augmentation model</td>
<td>Canberra, ACT</td>
</tr>
<tr>
<td>Chandler Macleod</td>
<td>Staff augmentation</td>
<td>Canberra, ACT</td>
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Key Offerings for Australian Industry

Accenture is committed to establishing and maintaining an in-country capability for application sustainment of Defence HR applications. As such Accenture has implemented:

- The Accenture Public Service Program Management Office which is responsible for communication opportunities to the Accenture IT Supplier List.
- On the job training and knowledge transfer to all subcontractors involved in the project.

Industry Engagement

Australian industry may register their interest in future opportunities by contacting the Accenture Client Account Lead for Defence.

<table>
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<tr>
<th>Contact Name:</th>
<th>Matt Gollings</th>
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</table>
| Address:      | Accenture Australia Holdings  
|               | 4 Brindabella Circuit  
|               | Brindabella Business Park, ACT, 2609 |
| Email Address:| matthew.j.gollings@accenture.com |
| Website address: | www.accenture.com |

Applicants will be qualified against the Accenture procurement processes including:

- Confirmation of skills and capabilities offered
- Signing subcontract arrangements including appropriate head contract flow-downs
- Completion of financial checks
- Identification of a Supplier Contact (including name, email, phone and address details)
- Agree supplier pricing rates

Resource requirements will be assessed against:

- Match of resource skills to project role
- Prior skill of resource
- Cost rate of resource
- Availability of resource
- Executive interview

Scope of Future Work Opportunities

Given that Accenture has been sustaining the HR applications for the past 2 years and has its own core team supported by an established network of subcontractors providing value for money support there are limited opportunities for further Australian Industry involvement under this contract. However, if additional applications are added to the suite of applications to support, this may result in future opportunities as Accenture undertakes a capability gap analysis to identify deficiencies in delivering the contracted solution in a cost effective manner. Given the capabilities of Accenture, Australian industry
work opportunities that are most likely to arise include staff augmentation in sustainment of PeopleSoft HR and Payroll applications.

It is expected that this work will be carried out in Canberra, ACT.

Matthew Gollings
Managing Director – Defence Lead, ANZ
Accenture Australia