The Objective Application Sustainment Contract

- Australian Industry Capability Plan -

Company Details

Company name: Jakeman Business Solutions Pty Ltd (JBS)
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Project Location/s: All Defence establishments across Australia
Project Number: CIOG 292/10

Executive Summary

The Commonwealth has contracted out the maintenance and upgrade of the Objective Application to JBS. The duration of this application sustainment contract is until 31 December 2015 and the overall value of the contract is approximately $32 million, with 100% of Australian content incorporating the involvement of up to 20 Australian companies.

As a Small/Medium Enterprise (SME), JBS applauds the Australian Government’s direction that all Commonwealth agencies are to provide opportunities in purchasing activities for the development of Australian industry. Such directions are important in order to encourage a more innovative, internationally competitive and export-oriented Australian industry while promoting industry development in key technologies.

In accordance with this direction, the JBS team aim to maximise the cost-effective contribution of Australian industry to its strategic and operational needs. We demonstrate an absolute commitment to promoting and building the capacity and capability of Australian Industry through the following strategic initiatives:

- As a 100% Australian owned company, we maximise all Australian Industry obligations as 100% of contract value goes to Australian companies, hires Australian staff and provides the ‘take-home pays’ to support Australian families and their dependents;
Unlike many multinationals, 100% of our taxes (GST, income and payroll) also stay in Australia to build local communities and capabilities;

We pride ourselves on developing and up-skilling our staff, and on choosing the right people to meet the Australian Government’s unique requirements. Specific skill areas being sought include:

- Enterprise architecture (both Solaris and Microsoft)
- Solutions architecture (Objective EDRMS, Oracle DB, Microsoft BizTalk, MS SharePoint)
- Project delivery (Program and Project Management, Change Management, BA, Training)
- Support delivery (L2/L3 using ITIL methodologies), and

We also market-test all activity associated with subcontracting activities in support of won engagements. This is primarily achieved through competitive selection and assessment of companies and their personnel against current market rates and the skills and competency that each individual contributes as a committed member of the local Industry.

The Australian Industry Capability (AIC) activities that relate to this contract are:

- **Business As Usual (BAU) Services** – consisting of the day-to-day management, development and planning functions to ensure the Objective application delivers the desired capability;
- **Training Services** – consisting of training management, coordination and delivery of face-to-face training services, computer-based training (CBT), as well as the development of training manuals, CBT solutions and user reference materials; and,
- **Other activities to support Defence initiatives** – consisting of project type activities which are not considered BAU or training services. This includes corporate roll-out of the system, delivering a deployable solution, other Objective implementations not included in the scope of a corporate roll-out, system integration work with other Defence applications, and other additional services procured throughout the contract period.

* This is not an exhaustive list but an indication of the activities to be undertaken. Although work and supplies will be delivered nationally the majority of the work will be undertaken in Canberra.

**Communication Summary**

Outlined below are the actions/strategies that JBS already has or will put in place to communicate opportunities to SMEs as part of undertaking this contract. In implementing these strategies, we note the importance of always doing so as early as possible so that full, fair and reasonable opportunity is the degree of notice Australian SMEs are given of opportunities to participate:

- Alerts of upcoming contract, RFQs and project requirements provided to SMEs (e.g. through direct mailing, advertisements advising SMEs of opportunities, and dialogue with supply chain managers and procurement agents);
- Active engagement with the Industry Capability Network (ICN) and industry associations (such as the Canberra Business Council and ACT Chamber of Commerce) who can identify and disseminate information to capable SMEs;
- Participation in the SME Gateway, which is an umbrella organisation used for sharing
procurement and contracting work amongst over 400 different SMEs;

• Publishing requests for tender support in the mainstream media as required;

• Provision of information of opportunities for SMEs and contact points to access these opportunities on a well-publicised website;

• Public announcements about the project, its supply requirements and opportunities to integrate SMEs with other global companies [pending Defence clearance];

• Establishment of measures to interact with potential suppliers on technical issues; and,

• Developing and distributing to SMEs a “Supplier Information Guide” or policy document detailing expectations of suppliers.

**Scope of future work opportunities through all tiers of supply and in all stages of the contract**

The Objective Application Sustainment contract is the latest in a series of contracts to provide ongoing in-service support to the Objective application in Defence. Given the supply chain is mature (i.e. skills, knowledge and suppliers are already embedded within the solution), there is limited opportunity for increased Australian industry involvement. JBS will continue to use existing suppliers/SMEs on the basis of their experience, commitment to quality, cost and schedule adherence and importantly their knowledge of the relevant requirements. However, JBS will test the market for other suppliers when the current arrangements come to a conclusion, new scope is added or in the case of poor performance. In such circumstances, we will:

• Ensure that sub-contractors are always aware of AIC requirements and how it impacts on their behaviour through:
  - Standard contractual arrangements with suppliers to give opportunity to SMEs, and
  - Specifying a requirement in tender documents that successful tenderers adopt specific AIC strategies;

• Ensure design specifications take SME capabilities and Australian standards into account and that potential SMEs are not “designed out” (as required);

• Ensure that tender documentation is made available to all possible suppliers at the same time and with reasonable time frames for a response;

• Keep the cost of tendering as low as possible so as not to disadvantage SMEs; and,

• Structure tender documents to ensure SMEs are provided with the same opportunity to participate in the project as existing supply chain partners.

**Opportunities for longer-term participation and industry engagement**

JBS acknowledges that our capabilities are built upon a strong and diverse supply chain and intend to maximise Australian Industry’s ability to participate in the Objective application sustainment contract. JBS will assist SMEs develop capabilities and promote long term industry participation by SMEs:
• Undertaking training support and skills development (new or enhanced skills) to SMEs through our registered training organisation status. Such training would include program/project management, business management, ITIL methodologies and change management amongst others;

• Encouraging SMEs to adopt world’s best practice standards through:
  o Publication of ideas, methodologies and white papers so as to educate SMEs as to what is happening within global entities and
  o Assistance with education and training programs that further encapsulate such concepts;

• Undertaking research and development and encouraging innovation as appropriate;

• Encouraging and facilitating strategic partnerships, consortia building, and joint ventures to build critical mass. This includes arranging seminars to raise awareness of the benefits to SMEs of entering into strategic alliances and how to enter into and manage such arrangements;

• Providing feedback on contract performance;

• Providing feedback to assist unsuccessful SMEs with future opportunities;

• Arranging discussions with procurement managers (internal or external) to brief them on the capabilities and past achievements of SMEs; and,

• Arranging for visits by suppliers to project proponents.

Should you be interested in becoming part of JBS’ Objective Application Sustainment supplier network, please contact Dr Miles Jakeman through one of the following channels:

  Mail: 11-13 Faulding Street, Citadel House, High Technology Park, ACT 2609
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Yours sincerely,

Dr Miles Jakeman
Director