Australian Government

Department of Social Services

EVALUATION REPORT

IT Contractor Engagement

Approval is sought to engage the following IT Contractor:

Name of Contractor:	
Vendor:	Finite IT
Section/s:	Operations Support & Cloud Automation
Cost Centre:	2388
Total Contract Amount:	$257305.00 (incl gst)
Contract Start Date:	01/06/2015
Contract End Date:	30/06/2016
RFQ Number	**RFQ080515JN1**
To be employed as:	Capacity Planner

Skill Set sought:

- Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed;
- Possess a recognised degree or diploma in IT and ITIL foundation qualifications;
- Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions;
- Be familiar with Capacity Planning techniques and processes;
- Have experience in delivering high level and detailed Capacity Plans;
- Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos;
- Have strong communication skills, both oral and written; and
- Have excellent attention to detail.

Submissions/quotes for multiple roles were sought from the following members of the DHS Panel via email on 07 May 2015. Agencies were given 9 business days to respond:

The RFQ submissions closed on (20/05/2015). **Attachment A** provides a list of the quotes received.

Evaluation of Responses

Responses to the RFQ were evaluated by the Evaluation Committee over a period of 3 days, they have confirmed that the rates received are equal to or below the panel rates. The Evaluation Committee have also evaluated the RFQ in accordance with the:

- Selection Criteria (at Attachment B – Statement of Requirement)
- Evaluation Plan and Rating Scale (at Attachment C)

The Evaluation Committee have identified no conflict of interest with regard to any part of this RFQ process.

All documents associated with this RFQ were strictly handled in a manner to ensure confidentiality. All dealings with tenderers were undertaken by

An evaluation was undertaken to select a preferred response based on best value for money. The results of the assessment are summarised as follows:

1. An Evaluation Committee consisting of and was formed to evaluate the responses for the Capacity Planner position.
2. 5 responses were subjected to a Comparative Assessment to determine a short-list.
3. Two responses provided the best balance of cost versus technical score that were short-listed based on their applications:

Recommendation(s)

It is recommended that:

a) You approve the engagement of the candidate – until 30/06/2016.

b) A further extension may be negotiated with the applicant one to two months prior to the contract end date.

Evaluation Committee Member

22 May 2015

Evaluation Committee Member

22 May 2015

SUPPORTED / NOT SUPPORTED

OSCA Section
22 May 2015

APPROVED / NOT APPROVED

Rob Michie
Branch Manager, IT Operations Branch
22 May 2015

Assessment of candidates

Candidate	Rank	Summary of Claims/Assessment Information

After interviews were complete, assessments of current candidates in the Capacity Planner roles and the skills ranking had been completed, rate negotiation was undertaken with the top rated candidate to determine if better value for money could be arranged.

In discussions with the agency involved, the rate of the preferred candidate was reduced to per hour (GST inclusive) from an initial offer of per hour (GST inclusive).

Attachment A – Quotes Received

Candidate's Name	Company	Contact	Contact No.	Rate (ex GST)

Attachment B – Selection Criteria

Selection Criteria	Weighting (%)	Score out of 10	Score
Core Skills			
1. Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed;	30		
2. Possess a recognised degree or diploma in IT and ITIL foundation qualifications;	10		
3. Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions;	10		
4. Be familiar with Capacity Planning techniques and processes;	10		
5. Have experience in delivering high level and detailed Capacity Plans;	10		
6. Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos;	10		
7. Have strong communication skills, both oral and written; and	10		
8. Have excellent attention to detail.	10		
Total			**860**

Selection Criteria	Weighting (%)	Score out of 10	Score
Core Skills			
1. Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed;	30		
2. Possess a recognised degree or diploma in IT and ITIL foundation qualifications;	10		
3. Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions;	10		
4. Be familiar with Capacity Planning techniques and processes;	10		

5. Have experience in delivering high level and detailed Capacity Plans;	10		
6. Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos;	10		
7. Have strong communication skills, both oral and written; and	10		
8. Have excellent attention to detail.	10		
Total			**650**

Attachment C – Evaluation Plan

An Evaluation Committee (EC) was established to evaluate all candidates, comprising staff within the IT Operations Branch with significant Service Management experience.

Step 1 - Qualitative Assessment

The selection process will utilise the following qualitative assessment;

- The responses will be evaluated against the selection criteria issued in the RFQ.
- The weightings for the criteria for each role are defined as below.
- Each EC member will separately score each response against the criteria for each role using the below rating scale with the highest score indicating better performance.

Capacity Planner Assessment:

Selection Criteria	**(a) Weighting (%)**	**(b) Score out of 10**	**(a) x (b) Score**
Core Skills			
1. Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed;	30	10	300
2. Possess a recognised degree or diploma in IT and ITIL foundation qualifications;	10	10	10
3. Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions;	10	10	100
4. Be familiar with Capacity Planning techniques and processes;	10	10	100
5. Have experience in delivering high level and detailed Capacity Plans;	10	10	100
6. Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos;	10	10	100

Selection Criteria	(a) Weighting (%)	(b) Score out of 10	(a) x (b) Score
7. Have strong communication skills, both oral and written; and	10	10	100
8. Have excellent attention to detail.	10	10	100

Step 2 - Price/Performance Assessment

The Evaluation Committee will:

- Consider each cost element and the total cost of the quotation - making assumptions as necessary to calculate costs.
- Determine those responses that provided the best technical score against a reasonable hourly rate.
- Complete a price/performance assessment for each response.
- Short-list those responses to be subjected to a value for money assessment.

Step 3 - Value for Money Assessment

When all the responses have been assessed on the basis of Steps 1 and 2, the evaluation committee will undertake a comparative analysis of the responses and make a decision as to which quotation represents best value for money taking into account:

- experience, competence and capabilities;
- qualitative assessment score;
- assessment of overall cost/price;
- the funds available for the project; and
- any special value added feature including areas in which the response exceeds the requirement of the RFQ.

Assessment Rating/Scoring System

Rating Scale	Score
Exceptional Specification requirements significantly exceeded in all areas. Claims are fully substantiated. Unequivocal support from referees. Extremely Low Risk.	10
Outstanding Specification requirements are exceeded in most key areas & addressed to a very high standard in others. Most Claims are fully substantiated with others very well substantiated. Unequivocal support from referees. Very low risk.	9
Very Good Specification requirements met to a very high standard in all areas. All Claims are well substantiated. Very strong support from Referees. Some manageable risks with strategies. Very Low risk.	8
Good Specification requirements met to a high standard in all areas. Claims are well substantiated in key areas. Strong support from referee with minimal or no reservations. Low risk – all key risks covered well.	7
Fair Specification requirements are addressed well in all areas. Claims are well substantiated in most areas. Credible strategies that fully address all minimum requirements and exceed requirements in some areas. Some minor shortcomings. Sound referee support. Most key risks are covered well. Medium risk	6
Acceptable Specification requirements addressed to a consistent acceptable standard with no major shortcomings. All claims are adequately substantiated. Some proposals questionable. Support from referees is adequate. Medium risk.	5
Marginal Specification requirements not fully met and additional information/ deficiencies not adequately overcome by Tender's clarification. Some claims unsubstantiated; others only adequate. Some proposals unworkable. Referees report adequate with minor reservations. Medium/High Risk	4
Poor Specification requirements poorly addressed in some areas or not at all. Claims largely unsubstantiated. A number of proposals unworkable. Strong referee reservations. High risk.	3
Very Poor Specification requirements inadequately dealt with in most or all areas. Claims almost totally unsubstantiated. A number of proposals unworkable with a high probability of service failure. Referees cannot recommend. Very High risk.	2
Unacceptable Specification requirements not met. Claims unsubstantiated and unworkable. Significant adverse referee comments. Extreme Risk.	1
Non-Compliant Applicant completely failed or refused to provide a response.	0

Australian Government

Department of Social Services

Minute

To: A/g Robert Michie
Branch Manager, IT Operations Branch

From: Operations Support and Cloud Automation

Date: 4th May 2015

Subject: **Procurement Plan for a Contract Resource to assist in the delivery of Capacity reports and plans.**

Purpose:

To seek your approval to proceed with the procurement in accordance with this plan and your in-principle approval of funding to a maximum of $216,000 (GST inclusive).

Description

The IT Operations Support Section requires the services of a Capacity Planner for the following known work for the 2015-16 FY:

- Develop and deliver IT capacity management reports;
- Develop and deliver IT capacity management plans
- Develop capacity management process; and
- Liaise with the business regarding input to the IT capacity planning process.

The work performed by this contractor will consist of:

- Collecting and collating IT Capacity data
- Reporting on the current IT capacities
- Developing and documenting capacity planning processes; and
- Collecting business volume data for inclusion in capacity plans

Background

The Department has a requirement for the provision of IT Capacity Planning services within the Information Management Technology Group (IMTG). IMTG provide a range of IT services to the Department and Federal Government agencies. These application services are hosted on a combination of internally hosted and managed infrastructure in addition to a growing use of IT cloud provisioned services (IaaS, PaaS). The services are primarily hosted on Microsoft Windows based platforms (high use of VMware virtualisation), with data holdings on EMC disk. Recent developments have expanded the portfolio to include Oracle Exadata hosted, high availability systems.

The Department provides on-line services to an increasing number of other Federal Government agencies (eg Grants Management) which requires liaison with the business to gather data about business volumes projections for inclusion in the planning of IT capacity

Planned Outcome(s) of the Procurement

A suitable contract staff member to be engaged by 1 June 2015. The contractor will be initially engaged for 13 months (to 30 June 2016), with a 12 months extension option

Estimated total Cost for FY2014/15:

The estimated maximum cost of this procurement is $216,000 (GST inc), broken down as follows:

Role	Section	Average Hourly Rate (GST Inc)	Estimated number of Contractors	Estimated Cost (GST Incl)
Capacity Planner	IP Operations	$100	1 – 13 months	$216,000
			Total	$216,000

Funding Availability

Funding is available and will be sourced from IT Operations Branch (cost centre 2338)

Confidentiality & Security

The contractor will need to access information and designs that could be deemed sensitive.

Staff members involved in this procurement process will ensure that all information received will be handled in a confidential and secure manner.
It is a requirement for staff provided by the successful company to be in possession of a security clearance of at least BASELINE vetting level.

Statement of Requirement

The Statement of Requirement (SOR) for the role is at 'Attachment A'.

Risk Assessment and Management

The assessed level of risk for this procurement to proceed is:

Low

In the event this procurement plan is not approved, the planned work will not be able to be completed in its entirety, possibly including work approved by ICTC. The risk of project failure as a result is assessed as:

Medium

IT Capacity management and reporting is a necessary component of IT Service Management. Without this in place there is significant risk that current infrastructure will exceed capacity limits resulting in impact and outages to services, in addition to financial risks of not optimizing procurements

Method of Procurement

A Request for Quote (RFQ) will be sent to agencies on the DHS ICT Contractor Panel, SON867801. Proposals will be sought from at least 3 agencies on this panel with a maximum of 2 applicants per agency. We will ensure that this procurement process meets legislative, government policy, internal procedural requirements and will produce a value for money outcome.

Recommendation

That you approve this Procurement Plan and provide in-principle approval for the necessary estimated maximum expenditure of $216,000 (GST inclusive).

Requested by

IT Operations and Cloud Automation

Signature _____ Date 5/5/2015

Approving Officer
Robert Michie
A/g Branch Manager, IT Operations

APPROVED / NOT APPROVED

Signature _____ Date 6/5/2015

Final Approving Officer
David Northfield
Group Finance Manager, Information Management and Technology Group

APPROVED / NOT APPROVED

Signature _____ Date 7/5/15

Attachment A – Statement of Requirement

Background

The Department has a requirement for the provision of IT Capacity Planning services within the Information Management Technology Group (IMTG). IMTG provide a range of IT services to the Department and Federal Government agencies. These application services are hosted on a combination of internally hosted and managed infrastructure in addition to a growing use of IT cloud provisioned services (IaaS, PaaS). The services are primarily hosted on Microsoft Windows based platforms (high use of VMware virtualisation), with data holdings on EMC disk. Recent developments have expanded the portfolio to include Oracle Exadata hosted, high availability systems.
The Department provides on-line services to an increasing number of other Federal Government agencies (eg Grants Management) which requires liaison with the business to gather data about business volumes projections for inclusion in the planning of IT capacity

IT Capacity Planning

The Role

The IT Operations Support Section requires the services of a Capacity Planner:

- Develop and deliver IT capacity management reports;
- Develop and deliver IT capacity management plans
- Develop capacity management process; and
- Liaise with the business regarding input to the IT capacity planning process.

The work performed by this contractor will consist of:

- Collecting and collating IT Capacity data
- Reporting on the current IT capacities
- Developing and documenting capacity planning processes; and
- Collecting business volume data for inclusion in capacity plans

The Successful Applicant

The successful applicant will have proven skills and experience in IT Capacity Planning and Management to meet business requirements.

Applicants should have experience in Capacity Reporting in particular involvement in Windows Server environments.

Applicants should have excellent Capacity Reporting and Planning skills, show initiative and be outcome focused.

Applicants must be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions.

The Criteria

Applicants should provide a brief (1 to 2 page) statement that summarises their experience and suitability for the role with respect to the following criteria.

Core Skills

Candidates put forward by an agency for the Capacity Planner position should:

a) Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed;

b) Possess a recognised degree or diploma in IT and ITIL foundation qualifications;

c) Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions;

d) Be familiar with Capacity Planning techniques and processes;

e) Have experience in delivering high level and detailed Capacity Plans;

f) Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos;

g) Have strong communication skills, both oral and written; and

h) Have excellent attention to detail.

Attachment B – Evaluation Plan

An Evaluation Committee (EC) will be established to evaluate all candidates, comprising staff within the IT Operations Branch with significant IT Capacity Management experience.

Step 1 - Qualitative Assessment

The selection process will utilise the following qualitative assessment;

- The responses will be evaluated against the selection criteria issued in the RFQ.
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Capacity Planner Assessment:

Selection Criteria	(a) Weighting (%)	(b) Score out of 10	(a) x (b) Score
Core Skills			
1. Capacity Management reporting and planning skills and experience	30		
2. Ability to work with a range of stakeholders showing demonstrable skills	15		
3. Demonstrated knowledge of Capacity Management processes	15		
4. Provide evidence of having delivered Capacity management reports and plans	10		
5. Attention to Detail	10		
Specific Skills			
6. Knowledge of database technologies including SQL, SAS, Cognos	5		
7. Qualifications	5		
8. Ability to develop capacity and forecast reports	10		

Step 2 - Price/Performance Assessment

The Evaluation Committee will:

- Consider each cost element and the total cost of the quotation - making assumptions as necessary to calculate costs.
- Determine those responses that provided the best technical score against a rate that is within the panel rates.
- Complete a price/performance assessment for each response.
- Short-list those responses to be subjected to a value for money assessment.

Step 3 - Value for Money Assessment

When all the responses have been assessed on the basis of Steps 1 and 2, the evaluation committee will undertake a comparative analysis of the responses and make a decision as to which quotation represents best value for money taking into account:

- experience, competence and capabilities;
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- any special value added feature including areas in which the response exceeds the requirement of the RFQ.

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Unacceptable Specification requirements not met. Claims unsubstantiated and unworkable. Significant adverse referee comments. Extreme Risk.	1
Non-Compliant Applicant completely failed or refused to provide a response.	0

From: IMT Group Finance
Sent: Friday, 8 May 2015 11:26 AM
Cc:
Subject: Request for Quotation [SEC=UNCLASSIFIED]
Attachments: RFQ080515JN1 - Capacity Planner.pdf; Standard form of quotation - for vendors - DHS.DOCX

Importance: High

Good morning,

Attached please find the Request for Quotation RFQ080515JN1 for Capacity Planner through the DHS ICT Contractors Panel. Please send through your suitable candidate's selection criteria, resumes and the completed Standard Form of Quotation that includes hourly rate to and copy to imtgroupfinance@dss.gov.au by no later than 5:00pm Canberra Time, 20th of May **2015**.

In additional, a new row of Confidential Information was added at the Standard form of Quotation, please indicate any information you want to be kept as confidential.

If you require any information or have any question relating to the role, please contact **on** .

Thank you.

Kind Regards

IM&T Group Finance
IMT Group Executive
Department of Social Services

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Standard form of quotation

<table>
<tr><th colspan="2">Quotation</th></tr>
<tr><td colspan="2">1) [insert name of Vendor] submits a Quotation in accordance with the Deed entered into between the Department and the Vendor dated [insert date] to supply the Services specified in RFQ no. [insert]. The Vendor confirms that the terms and conditions specified in the Terms and Conditions of Contract and the Department's RFQ will apply in the event that this Quotation is accepted by the Department.
2) This Quotation will remain valid for a period of 30 days from the date of submission.
3) The Vendor acknowledges that no binding contract (express or otherwise) is created between the Department and the Vendor until the parties execute a Work Order.</td></tr>
<tr><td>Date and RFQ no.</td><td>[insert date and the Department's RFQ number]</td></tr>
<tr><td>Vendor account manager</td><td>[insert name and contact details]</td></tr>
<tr><td>Specified Personnel</td><td>[insert name(s) of each candidate on offer. Identify no more than the maximum number of candidates specified in the RFQ (or if no number is specified, no more than 3)]</td></tr>
<tr><td>Personnel Category (skill set)</td><td>[insert from Department's RFQ (eg ICT Infrastructure Management – software and middleware developers)]</td></tr>
<tr><td>Subcontractors</td><td>[insert names, ABNs and ACNs of any subcontractors that the Vendor proposes to use to perform the Services. Otherwise insert 'not applicable']

Note: The Vendor must provide information about any proposed subcontractor as requested by the Department (ie this information may be requested after submission of the Quotation to assist in the Department's evaluation of the Quotation. To avoid doubt, this will include any independent contractors engaged by the Vendor.</td></tr>
<tr><td>Reduced activity period</td><td>[insert response to the reduced activity period(s) specified by the Department in the RFQ.]</td></tr>
<tr><td>Business Hours</td><td>[insert response to the Business Hours specified by the Department in the RFQ]</td></tr>
<tr><td>Confidential Information</td><td>[insert any information vendor wants kept confidential]
<table><tr><th>Item</th><th>Period of confidentiality</th></tr><tr><td>[insert relevant items]</td><td></td></tr></table></td></tr>
<tr><td colspan="2">Vendors must provide the information set out below for EACH CANDIDATE/SPECIFIED PERSONNEL offered under this Quotation:</td></tr>
<tr><td>Name of candidate/Specified</td><td>[insert full name]</td></tr>
</table>

Personnel	
Responses to selection criteria specified in the RFQ	*[insert responses to the selection criteria specified in the RFQ (eg If the criteria in the RFQ is designated as 'mandatory' and 'weighted' provide your response to each of the criteria as follows:]* Mandatory criteria *[insert list and response to each of the criteria]* Weighted criteria *[insert list and response to each of the criteria]*
Fee structure	*[include details of the fee structure required in the RFQ (e.g. hourly rates on a GST exclusive basis)]* Note: The rates specified here must not exceed the Capped Rates.
Curriculum Vitae	*[attach CVs]*
Referees	*[insert contact details for at least 2 professional referees]*
Other requirements	*[insert response to items listed under 'Other requirements' of the RFQ]*

Australian Government

Department of Social Services

Request for Quotation – SON867801

This Request for Quotation (including its attachments) is issued by the Department in accordance with clause 5 of the Deed of Standing Offer for the provision of ICT Contractor Services, executed between the Department and the Vendor on 1 December 2012 (the Deed). Quotations, in the form of Schedule 6 to the Deed, must be sent via email to and copy to imtgroupfinance@dss.gov.au

RFQ number	RFQ080515JN1
RFQ closing date	**5:00pmCanberra Time, 20 May 2015**
Department contact details for RFQ	Operations Support & Cloud Automation

Department requirements for this RFQ

Item number	Description	Details
1.	**Proposed Work Order Start Date**	01 June 2015
2.	**Proposed Initial Contract Period**	13 months
3.	**Contract Option Period**	12 months
4.	**ICT Service Category**	Category b. - ICT infrastructure management
5.	**Personnel Category (Skill set)**	IT Capacity Planner
6.	**Number of Specified Personnel required**	1
7.	**Reduced activity period**	All ACT public holidays and DSS shutdown period
8.	**Business Hours**	From 7.00am to 7.00pm on a business day
9.	**Replacing Specified Personnel**	√ Clause 11.6 of the Terms and Conditions of Contract **will not** apply
10.	**Maximum no. of candidates**	2

Item number	Description	Details
	per Agency	
11.	**Services/work required**	The Department has a requirement for the provision of IT Capacity Planning services within the Information Management Technology Group (IMTG). IMTG provide a range of IT services to the Department and Federal Government agencies. These application services are hosted on a combination of internally hosted and managed infrastructure in addition to a growing use of IT cloud provisioned services (IaaS, PaaS). The work performed by this contractor will consist of: • Collecting and collating IT Capacity data • Reporting on the current IT capacities • Developing and documenting capacity planning processes; and • Collecting business volume data for inclusion in capacity plans
12.	**Indigenous Opportunities Policy**	☒ Clause 24 of the Terms and Conditions of Contract **will not** apply
13.	**Methodology**	Not applicable
14.	**Performance**	Provision of Capacity Planning services in an IT environment
15.	**Documentation**	Completion of the Standard Form of Quotation and Resume
16.	**Skills knowledge transfer**	Mentoring service operations staff in capacity management processes
17.	**Selection criteria** Please note the importance of responding to this Selection Criteria. Mandatory Criteria must be met to progress in the evaluation, where the Weighted Criteria is scored	Candidates put forward by an agency for the Capacity Planner position should: a) Have excellent Capacity Reporting and Planning skills, show initiative and be outcome focussed; b) Possess a recognised degree or diploma in IT and ITIL foundation qualifications; c) Be able to build strong working relationships with diverse stakeholders, be an effective team member and make positive contributions; d) Be familiar with Capacity Planning techniques and processes; e) Have experience in delivering high level and detailed Capacity Plans;

Item number	Description	Details
		f) Have experience with one (or multiple) of the following database technologies: SQL, SAS, Cognos; g) Have strong communication skills, both oral and written; and h) Have excellent attention to detail. ***A resume must be provided for each candidate.***
18.	**Intellectual Property Rights – ownership of Contract Material**	The Department owns the Intellectual Property Rights in Contract Material unless Vendor ownership of Intellectual Property Rights in Contract Material (clause 13.5) is selected.
19.	**Limitation of liability – cap**	☒ $10 million dollars per occurrence
20.	**Insurance**	As per the Deed.
21.	**Fee structure**	Hourly rate in GST inclusive value
22.	**Other requirements** **E.g Location, Security Clearance Level**	The specified personnel must be covered by the Workers Compensation in the relevant States or Territory. The successful candidate is required to undertake police check to be conducted by DSS. Start date is subject to finalised police check. Unfavourable outcome may result to early termination of the contract. Australian Citizenship is highly desirable The successful candidate will be based in Tuggeranong ACT

From: IMT Group Finance [mailto:IMTGroupFinance@dss.gov.au]
Sent: Wednesday, 13 May 2015 12:13 PM
To:
Cc:
Subject: Request for Quotation [SEC=UNCLASSIFIED]
Importance: High

Good afternoon,

As requested, attached please find the Request for Quotation RFQ080515JN1 for Capacity Planner through the DHS ICT Contractors Panel. Please send through your suitable candidate's selection criteria, resumes and the completed Standard Form of Quotation that includes hourly rate to and copy to imtgroupfinance@dss.gov.au by no later than 5:00pm Canberra Time, 20th of May **2015**.

In additional, a new row of Confidential Information was added at the Standard form of Quotation, please indicate any information you want to be kept as confidential.

If you require any information or have any question relating to the role, please contact **on** .

Thank you.

Kind Regards

DSS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.