



TECHNOLOGY INNOVATION PROGRAM RFP CLARIFICATIONS

As at 5 August 2019

Have utilities already signed on to the program?

Through our engagement process, WSAA has noted significant levels of interest within WSAA water utility members to progress with a Technology Innovation Program. Our expectations align with the numbers as indicated in Schedule 5 – Fees. However, the final opportunity to sign on will come when we finalise the program with the selected service provider, and only then will the participants be confirmed.

Can we put forward different models for IP ownership?

WSAA expects that there may be some negotiation on IP. Our overarching aim is to ensure that members get benefits during and beyond the life of the program via IP protection. Where different models of IP management are being put forward, it is up to the respondent to demonstrate that this approach is still protecting the subscribing member investment and also adding value to the program.

Will WSAA consider different funding models, for example co-contribution of funds?

The program RFP is based on a fee for service type approach to funding. WSAA is willing to consider different funding models including co-contribution of funds. Where a respondent is looking to put forward a different funding model, we ask that this is included as an alternative funding model in addition to the requirements of Schedule 5 – Fees. It is up to the respondent to demonstrate that the alternative model will provide value to the membership.

How will payments be made between the service provider, WSAA and the subscribing members?

WSAA has well established processes, understood by members for undertaking subscription projects. WSAA will pay the service provider directly on behalf of the subscribing members, quarterly and in advance. WSAA can also consider alternative payment models.



Does the fee have to be constant across the different years in the contract?

The preference is that the fee structure remains constant across the years of the contract as opposed to a large upfront fee in the first year. Where an alternative model is proposed, we ask that this is described as an alternative payment model and the benefits of this fee structure is demonstrated to the membership.

Note that the fee range that is described in Schedule 5 - Fees is a per annum amount.

Are there any limitations on who can deliver the service? Would existing work with a technology provider constitute a conflict of interest?

There are no specific limitations on who can deliver the service. We welcome all organisations that have a competitive advantage to deliver this work to respond to the RFP.

While working with technology providers would not specifically preclude a respondent from tendering for this work, it would be up to the respondent to identify and declare any potential conflicts of interest which may impact on their ability to deliver this program, and outline an approach to managing these conflicts of interest. Similarly, any conflicts of interest would need to be declared and managed throughout the life of the contract.

Do you favour a consortia approach? Are you looking for a specific type of consortium?

Our preference is for holistic responses which meet the needs of the entire program as listed in the RFP. While this may mean forming a consortium, we also recognise some organisations may be able to deliver as a sole provider. There are no limitations on the type of consortia that are formed, however we do ask that there is one central point of contact for governance purposes.

Do you require staff to be located in a certain state in Australia?

We do not require the organisation to be located in a certain state in Australia. In addition, we understand that many organisations now work virtually and it is not a condition that there is a physical office.

However, we do note that it is up to the respondent to demonstrate that it can adequately and cost effectively support the program on the ground, including the face to face components.

Can we provide overseas staff and references?

It is acceptable that an organisation provides staff or references from overseas. However in order to be competitive, it is up to the respondent to demonstrate that it can adequately support the program on the ground and this will require local, senior staff.



How will the program be marketed to WSAA members?

WSAA has a number of avenues to assist marketing the program to member utilities including the opportunity to present to various forums targeting different topic focus areas and levels of the business. In addition, we have a dedicated Business Development Manager who can assist. WSAA can work with the selected provider to develop a coordinated approach to marketing.

Are there specific platforms or teleconference equipment that we would need to use?

There are no specific requirements regarding platforms for the services however the selected service provider would need to ensure they meet adequate security requirements and also ensure that the subscribing members approve of these platforms in accordance with their technical requirements.

Can we have a copy of the service agreement?

The standard WSAA service agreement is now available on the RFP web page. Note that this is our standard agreement and we envisage there may be a number of changes to the contract depending on the final requirements and negotiations. This is provided for your information only.

Clarifications regarding integration with the WSAA website

Note that the main aim of any integration with the WSAA website is to try streamline access to any new portal that is developed by providing a single sign on. This is not a conditional requirement however would greatly enhance usage. Specific responses to queries are included below.

How are logins to WSAA content managed at the moment?

Self sign up and manually admin approved for member access based on email. Different levels of access depending on member type.

What software system does WSAA use?

The WSAA website is built as a custom site on Drupal.



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Has this system ever been integrated with another piece of software?

Yes we have integrated with an eBook reader called Tekreader for single sign on. Members log into our site and don't have to sign in again to Tekreader to access eBook products they have purchased or have complimentary access too.

To what degree does information in the online platform need to be shared back with WSAA?

It would be advantageous to have access to the analytics to measure engagement - who's accessing, how often they're accessing, what they're doing when they are on there.

For any queries, contact

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