# Australian Industry Participation (AIP) Plan Executive Summary

## 1. General Project Details

**Company Name:** IBM Australia

**Description of the project:** Welfare Payments Infrastructure Transformation (WPIT) - The WPIT Programme is a crucial next step on the Department of Human Services' (DHS) business transformation journey. It will give the department the flexibility it needs to continue to deliver payments and services and provide more efficient and integrated access to third parties, including other government agencies and service providers, and enhancing its ability to rapidly respond to change. As a member of the WPIT Systems Integrator (SI) Panel, IBM Australia will offer the department a range of potential systems integration and related services required to support the WPIT Programme Outcomes.

**Estimated total project value:** Per the conditions of the tender, appointment to the SI Panel carries with it no guarantee of work although the department (DHS) currently proposes to source most of its required Services for the WPIT Programme from the SI Panel. As no order(s) have been entered into at the time of AIP Plan submission, IBM's knowledge of the specific requirements and opportunities for Australian industry stemming from said order(s) means it is not appropriate to provide an estimate at this time.

**Estimated value of key goods and services procured for the project (if different to total project value):** See above.

**Project location:** Canberra, ACT

**Link to project information:** Those wishing to access project information relating to the WPIT programme are encouraged to access the Department of Human Services' website created for this purpose: https://www.humanservices.gov.au/corporate/welfare-payment-infrastructure-transformation-programme

**Project contact for procurement information:** David J. Kelly, Lead Account Partner Public Sector, +61-4-37-469-878, davidkelly@au1.ibm.com

## 2. Opportunities for Australian industry involvement

| List of goods and services to be procured for the project and the expected opportunity for industry participation | Opportunities for Australian suppliers | Opportunities for overseas suppliers |
|---|---|---|
| Services to lead the configuration of the Core Software Vendor software | Yes | No |
| Provision of software and/or services, including providing existing integration software and providing appropriate licensing, maintenance and support for that software | Yes | Yes |
| Development services for new software functionality | Yes | No |
| Provision of implementation software support tools, including providing appropriate licensing to the department | Yes | Yes |

Disclaimer: The information provided in the table above is based on an initial assessment by the company. Any questions or issues should be raised with the project contact.

## 3. Communication Strategy

- **IBM Procurement and OneChannel** engagement to proactively engage with potential and prospective suppliers to highlight the opportunities for participation presented by IBM's place on the WPIT SI Panel.
- **Engagement with Industry Bodies** (e.g. Australian Information Industry Association) to further espouse IBM's appointment to the WPIT SI Panel and the ensuing opportunities for local providers to participate in IBM's delivery of any order(s) to be awarded under this panel.

- **Communication program for IBM sellers** – To educate and inform market-facing IBM employees of the opportunities for and processes to be followed when engaging local providers.
- **Marketing Support** – IBM's Independent Software Vendor (ISV) & Development Relations (IDR) team will communicate WPIT project opportunities at events so that existing and new vendors are aware of and can respond to the WPIT project opportunities, including information on how to respond and prequalify. New vendors will be identified and invited to the events as part of the IDR team's remit to lead IBM in proactively scanning and evaluating the marketplace for partnering opportunities.
- **Procurement** – As part of the Procurement sourcing strategy, IBM reviews the ANZ market place for the most appropriate supplier for the specific requirement. Sourcing activities involve either existing or new assessed suppliers where the ANZ SME market is constantly reviewed and monitored for appropriate products and skillsets.

## 4. Opportunities through all tiers of supply and in all stages of the project

- **Usage of standards** – The degree to which specific Australian standards are prescribed by the end customer will influence the extent to which specific Australian Standards are deployed on this project. IBM will conform to Australian Government Architecture as directed by the customer in this engagement.
- **Supplier assessment and selection** – IBM Procurement, as the prime organisation within IBM delegated to engage external suppliers, will issue a Request For Information whereby the team will review the supplier base for suppliers capable of fulfilling a specific skill or job-set. Once appropriate SMEs are located they are further qualified through a comprehensive Request For Proposal process. This supplier base will also include new SMEs/companies/business partners identified and prequalified via the various communication channels presenting opportunities through all tiers of supply and in all stages of the project.
- **AIP requirements** – During the notification and selection process, participants will be provided with a copy of the AIP Plan to assist them in understanding IBM's approach and any on-flowing actions or obligations that may arise.

## 5. Opportunities for longer-term participation

- **Relationship Management** – IBM's Global Business Partner Organisation (through the ISV & Developer Relations team - IDR) facilitates relationships with local and international suppliers to increase opportunities for longer-term participation.
- **Assets, Accelerators and Capability** – Through the global PartnerWorld program, local suppliers will also have access to large amounts of industry information, IBM intellectual capital and additional resources, allowing them to enhance their solution or better understand global industries, trends and markets.
- **Facilitated Collaboration** – Through the IBM PartnerWorld communities all IBM PartnerWorld Members (i.e. IBM Business Partners and subject matter experts within IBM) can access blogs, forums, wiki's and other social networking capabilities intended to help IBM and our Business Partners connect and collaborate in new ways.

## 6. Procedures and Resources

- IBM will establish an **AIP Executive Council** with representation from IBM Global Business Services (Chair), IBM's Procurement, Business Partner Organisation, Client & Account Management and Public Sector Sales Operations teams to establish a forum through which compliance with this plan can be implemented and governed.
- The AIP Executive Council will convene quarterly and will lead the development of an **Annual Implementation Report** to identify highlights and areas of opportunity for the subsequent year's implementation of the WPIT AIP Plan.
- This AIP Plan will be distributed to all IBM Sales and Delivery leaders involved in WPIT project delivery. In addition, suppliers, contractors and sub-contractors (or representatives from these firms) involved in the delivery of services under any order issued to IBM under the SI Panel will be provided with access to this AIP Plan.