

Questions on Notice from Estimates Supplementary Hearing

1 December 2003

Question 1

Ms Pavey asked Mr O'Connor –

Can you supply the Committee with a list of consultancies engaged by the Office of Fair Trading in the last financial year? We would like details on all consultants, to whom those consultancies were awarded and the cost of those consultancies (Hansard page 3)

Answer

The Office of Fair Trading spent \$1,022,894 on consultancies in the 2002-03 financial year.

Overall Totals

	<u>2002/2003</u>
Total No. of consultants	18
Total No. of projects	23
Total Amount	\$1,022,894

A breakdown is as follows:

Consultant	\$ Cost	Title / Nature
IBM Business Consulting Services P/L	304,498	Planning, architecture, and detailed design of the on -line Customer Assistance System (CAS)
Meridian Health Informatics P/L	158,000	Project planning, requirements, and specifications for voice recognition technology in the REVS call centre
SMS Management & Technology	74,800	Development of a technical and functional specification for an Employee Self Service system
Ernst & Young	50,000	Development of a builder's financial soundness test
Gibson Quai P/L	49,535	Preparation and evaluation of a Request For Quotation for a data network
Gibson Quai P/L	33,120	Preparation and evaluation of a Request For Quotation for carriage services

Consultant	\$ Cost	Title / Nature
Microsoft P/L	46,566	Undertaking of scoping and needs analysis to determine replacement / upgrade of operating environment and PCs
Compaq Computer Australia P/L	37,780	Development of a business continuity plan for Information Management & Technology
Doll Martin Associates P/L	28,150	Preparation of a business case for CTTT electronic service delivery
Doll Martin Associates P/L	21,100	Development of an information management and technology strategic plan
Doll Martin Associates P/L	19,500	Preparation of a business case for CTTT sound recording
Doll Martin Associates P/L	14,700	Preparation of business case for a customer service desktop
Doll Martin Associates P/L	11,700	Preparation of a business case for network storage solutions
e-Secure P/L	27,500	Development of an Information Security Policy
Hollier & Hart	20,355	Review of REVS functions
DecisionMax Software P/L	19,632	Audit and analysis of agency needs in respect of PCs, laptops, printers, copiers and faxes
Richard Grellman	19,000	Conduct inquiry into the NSW Home Warranty Insurance Scheme
Opticon Australia P/L	18,375	Assist with the development of the Department Contact Centre business case
IBM Business Consulting Services P/L	17,649	Undertake an Enterprise Portal feasibility study
Mastech Asia Pacific P/L	16,770	Request for Tender preparation & evaluation for Intelligence Analysis Network System
Help Desk Association Australasia P/L	15,000	Review Information Management & Technology configuration management & change management processes
Atech Group	14,264	Costing of builder registration options for security of payment in the NSW building and construction industry
Forward Media	4,900	Development of a technical and functional specification for the Finance portal

Reba Meagher
Minister

Questions on Notice from Estimates Supplementary Hearing

1 December 2003

Question 2

Ms Pavey asked Mr O'Connor –

How many written complaints were received by the Office of Fair Trading between October 2002 and September 2003? Can you break down those complaints into categories, including complaints related to home building, residential parks, motor vehicles, retirement villages, tenancy, strata and community schemes, commercial and others? (Hansard p 4 and 5).

Answer

Between 1 October 2002 and 30 September 2003, **30,227** complaints were received by the Office of Fair Trading.

A breakdown of the complaints is as follows:

Home building	3,495
Residential parks	65
Motor vehicles	4,405
Retirement villages	99
Tenancy	562*
Strata and community schemes	114
Commercial	not applicable**
Other complaints	21,487

* Includes 30 complaints related to commercial tenancy.

** Data related to commercial matters not captured.

Reba Meagher
Minister

Questions on Notice from Estimates Supplementary Hearing

1 December 2003

Question 3

Mr Pearce asked Mr Silk –

What is the cost of each of the stages of development of the SCAM system?
(Hansard p 11)

Answer

The total cost of the development of the SCAM system was \$243,350.44.
These payments were made in the financial years 1997-98 to 2000-01.

A breakdown is as follows -

Preparation of Functional Specification and Request for Tender Documentation	\$32,132.00
Hardware and Database Software Purchase	\$54,822.77
System Development and Implementation	\$156,395.67
TOTAL	\$243,350.44

**Reba Meagher
Minister**

Questions on Notice from Estimates Supplementary Hearing

1 December 2003

Question 4

Ms Pavey asked Mr O'Connor –

- (a) What fees were paid to Reham by the Office of Fair Trading for media monitoring in 2002-03 ?
 - (b) What fees were paid to Reham by the Office of Fair Trading for media buying in 2002-02?
- (Hansard p 21)

Answer

- (a) \$31,722 was paid for media monitoring to Reham in 2002-03
- (b) No fees were paid for media buying to Reham in 2002-03. All media buying was done through the Government Advertising Agency.

**Reba Meagher
Minister**