

Tasmanian Industry Participation Plan (template/guide)

The Tasmanian Government is committed to maximising opportunities for local SME¹ businesses to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan:

- For all procurements with a value exceeding \$5 million;
- For nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to \$5 million; and
- For private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

This Plan is your opportunity to demonstrate how your submission will positively impact on the local industry/economy. You do not need to answer all of the questions below and your submission may not necessarily be limited to these issues (which are provided as prompts). You will need to ensure you can verify the information you submit and where possible should provide actual numbers of staff (full-time equivalent)/values of goods and/or services.

For procurements, the Tasmanian Industry Participation Plan is an essential part of your submission and will be used by the procuring entity to evaluate your submission. In these circumstances, the Plan will contribute a minimum of 10% of the procurement evaluation. Suppliers that fail to submit a Plan will receive a zero score in relation to this criterion.

This template was specifically developed for procurement. Where a Tasmanian Industry Participation Plan is required for a private sector project, the template should be adapted to suit the specific circumstances of the project.

Procurement details

Procurement Reference No.	RFT TMD 2015-011
Procurement title	NT III - Infrastructure as a Service (IaaS)
Name of Responsible Agency/Entity	Department of Premier and Cabinet - TMD

¹ Local SME are Australian and New Zealand businesses employing less than 200 people.

Supplier details

Name of supplier	TasmaNet Pty Ltd
Contact details for supplier	Mark Badenach Commercial Director - Cloud TasmaNet Pty Ltd. E: mark@TasmaNet.com.au M: 0423 024 807

Local SME industry impact

What is the direct local impact of your business?

TasmaNet Pty Ltd is 100% Tasmanian owned and operated. TasmaNet have offices in Hobart, Ulverstone and Launceston. TasmaNet provides extensive services to local Small Medium Enterprises, Local Government, Independent Schools, Government Business Enterprises and State Government customers. For example, we provide services to Tasmanian companies such as State Government Agencies (Department of Education, Department of Premier and Cabinet), Hydro Tasmania, Glenorchy City Council, and TT-Line Pty Ltd – including services for their operations in Tasmania and inter-state. All customer services are supported from our operations in Tasmania.

The successful selection of TasmaNet for NTIII IaaS and the provision of Cloud Services to NTIII customers requires additional Cloud, Network and Data Centre resources to support the services. The opportunity to provide these services will utilise our Cloud System Engineers, Network Engineers, System Administrators, Project Managers, Account Managers and our highly trained Customer Support officers where we continue to grow employment as we realise more customer contracts. Our business has grown by approximately 25 Full Time Employees (FTEs) since 2012, all who live and work in Tasmania. Currently we have:

- 31 FTEs
- 2x Trainees
- 2x Part Time

All staff are Tasmanian based.

TasmaNet's Board of Directors are also Tasmanian, Chaired by ex-Premier, David Bartlett. Our shareholders are also overwhelmingly from Tasmania.

Our prime mission is to become an iconic Tasmanian Enterprise and as we grow in different marketplaces, including mainland Australia, New Zealand and Asia, we intend to grow the local Tasmanian staff and operations. We will support our customers and operations from our Tasmanian base.

With successful selection on the NTIII IaaS panel we anticipate a *minimum* growth of an additional 5 FTEs. This number would increase to at least 12 FTEs based on the volume of workload published in the RFT – TMD – 2015-011 IaaS documents and our estimate of potential TasmaNet market share of that volume. All of the new FTE positions would be Tasmanian based.

Coupled with additional FTE roles created at TasmaNet, we would also be creating new FTE roles with our 'upstream' suppliers and providers, some of whom are mentioned further in this document.

Examples: Are you a local SME (how many people do you employ, where is your business located, what is the ownership)? How many people do you employ in Tasmania? Would any new SME jobs be created by the proposed contract - how many?

Goods and services to be utilised in the contract

Identify the goods and/or services you expect to purchase in order to complete the contract and provide the requested information in relation to same, where known.

Identified goods or services	Total estimated value	Name of supplier anticipated to be used (if already determined through existing supply chain arrangements)	Location of supplier (where already determined through existing supply chain arrangements)	If supplier not yet determined, is there a local SME market for same? (Yes/No)
Support Services	\$100k	UXC Connect	Hobart	
Transition-In Services	\$500k	Hewlett Packard Enterprise	Hobart	
Transition-In Services	\$300K	The Project Lab	Hobart	
Data Centre Services	\$50k	Tasnetworks TasmaNet	Hobart	
Hardware (Misc)	\$100k	CNW	Hobart	
Hardware (Network)	\$250k	Distribution Central	Melbourne	
Hardware (Compute and Storage)	\$1M	Dicker Data	Melbourne	

Opportunity for local SME involvement

Will you source components of your offer from other local SME companies/sub-contractors or is there new work to be undertaken locally as a result of you fulfilling the contract or workers travelling to the local area to undertake the work? How much?

To deliver the best outcome for government TasmaNet is partnering a range of suppliers, partners and strategic alliance partners that either have a significant presence in the state (with local based staff) or they are Tasmanian owned and operated businesses.

These include:

- **Hewlett Packard Enterprise** – Local Tasmanian Support and Account Management.
- **UXC** – Service Desk Centre of Excellence - Specifically providing Level 1 and 24x7 Support to TasmaNet from their Tasmanian based Service Centre at Kirksway Place, Salamanca, **Hobart**. (In May 2015, the Premier of Tasmania, The Hon Will Hodgman, announced a \$1.7m incentive for UXC to establish its Service Desk Centre of Excellence in Tasmania. In November UXC begun operations in Kirksway Place, Hobart with an initial team of 12. This team will grow to approximately 30 by March 2016 when they begin After Hours (24/7) operations from Hobart. UXC is committed to grow the Hobart Service Desk to 60 full-time jobs by December 2016 – **included within that FTE growth is the Service Desk resources allocated to TasmaNet for Cloud Services.**
- **The Project Lab** – Tasmanian based partner for Transition-In. Projects at TasNetworks, Aurora, Tasmanian Government Agencies, Hydro Tasmania, MyState.
- **Knight Errant** – is based in Hobart, Tasmania and employs over 28 personnel. Knight Errant is wholly owned by Tasmanians. All primary operations are in Tasmania and they employ and back local Tasmanians. We also play an active part in drawing skilled and experienced personnel to Tasmania.

There are several other contributors to TasmaNet's Tender Submission and these will require staff to travel to Tasmania to provide input either directly to TasmaNet in the provision of our Cloud Services for NTIII IaaS or direct to NTIII customers to migrate to the TasmaNet Cloud Services. Travel will involve significant funds spent in local Tasmanian accommodation, food and hospitality.

These include:

- **Hewlett Packard Enterprise** - Hardware, Software, Services, Support
- **SI Systems** – Systems Integration for TasmaNet Back-Up as a Service and direct consultancy with NTIII customers for Advanced Back-Up services.

Detail how you intend to identify and engage with sub-contractors and/or other SMEs in relation to the delivery of the contract including your supply chain ie use of existing supply chains, advertising of sub-contracting or supply opportunities, liaison with industry groups and ICN etc.

One of TasmaNet's key cultural elements is a co-operative approach to business and over the last three plus years TasmaNet has been partnering with a selective

group of local Tasmanian ICT businesses with the desired outcome to help them grow, employ local people and compete against the larger national and international ICT Service Providers.

The local ICT businesses TasmaNet works with are geographically spread across the state and represent a mix of product and service types including: System Integration, Software Development, Managed Service Providers, Advanced Manufacturing to name a few.

TasmaNet see this RFT process as an opportunity to engage and utilise the services of other ICT businesses to deliver the expected outcomes for government and value added services, as such we have a selection of local businesses that have signed a letter to affirm their endorsement of TasmaNet as a core panellist for the NTIII Infrastructure as a Service and Integrated Cloud Portal.

The letter confirms the willingness to work with TasmaNet, developing, delivering and enhancing services through a co-operative, complementary approach that builds on TasmaNet's Cloud Services.

These 'Letters of Endorsement' have been signed by businesses that are either **Tasmanian owned and operated or have a significant presence in the state**. These are included as part of TasmaNet's Tender Submission. The list includes:

- Data 3
- Annitel
- Eaglecrest IT
- Neveco
- Tempus IS
- The Project Lab
- MyNetFone
- Eighty Options
- 41st Degree Software

A section of the letter is contained here as a summary:

Objectives of the collaborative NTI III partnering:

- *Provide NTIII clients with maximum flexibility and choice in selecting their value-add providers*
- *Maximise the value of TasmaNet's IaaS and ICMP to NTIII clients, through adopting a cooperative yet competitive business framework for delivering value added services.*
- *Reduce cost, complexity and risk through the utilisation of TasmaNet's ICMP as the primary portal for NTIII.*
- *Leverage TasmaNet's access to its global Alliance Partners for smaller Tasmanian Value Added ICT service providers, maximising the quality, depth and sophistication of expertise available to NTIII clients and partners.*
- *Enhance economic development and regional ICT opportunities within the state, by fostering the expansion and quality of Cloud services in Tasmania, removing the current constraints of location or scale.*

- *Provide premium, local enterprise-grade Cloud services, reducing dependency on off-island sources, whilst retaining seamless access through the ICMP to mainland facilities or public Cloud service providers.*
- *Ensure Tasmania and the Government gain maximum advantage from an integrated but flexible IaaS approach, supporting a diverse, competitive and sophisticated marketplace for Cloud services and value-add providers.*

Detail the process that you are to undertake to ensure that local SMEs are not to be disadvantaged where competing with other suppliers in the provision of goods or services to be used as part of this contract (ie unpacking of procurements into smaller components so that local SMEs can compete more effectively etc).

TasmaNet takes a best of breed approach on proposing services for NTIII IaaS and Integrated Cloud Portal. A core part of our selection of Partners, Suppliers and Sub-Contractors (companies) is the local Tasmanian content. This is due to TasmaNet's motivation to support the local Tasmanian economy and the benefits of choosing vendors who have expertise and trusted experience in the local Tasmanian market.

TasmaNet is committed to the growth of the Tasmanian economy by ensuring that local businesses form part of our supply chain. We seek local suppliers as our first priority because of the benefit of retaining and growing skills in the state.

We have a history of working with a range of local Suppliers ranging from Facilities Management, Professional Services, Uniform and Equipment, ICT Services, Food and Catering, Hotel, Energy, Vehicles.

Broader economic opportunities

Are there any other impacts that your business and/or this specific supply will provide to the local/regional economy?

TasmaNet have a long history of local investment including the construction of a Tier II Data Centre at Dowsing Point (\$2.5M), the laying of Fibre Optic Cable in the Hobart CBD and connecting various Data Centres such as Telstra, PipeNetworks and TasNetworks (\$1.5M). Both of these assets are being utilised by the greater IT Community in the SME sector.

TasmaNet have a long history of sponsorship within the local Tasmanian community, including but not limited to the following:

- Major sponsor of the **TASICT Conference** for the last 3 years.
- Various **TASICT Tech** and **Tapas events**
- Technology sponsor for the **Huonville Lions Football Club**
- Technology sponsor for the **Typewriter Factory**
- Technology sponsor for the **Innovation Circle**
- Gold Sponsor **GovHack Tasmania**
- Sponsorship and In-Kind support of local IT initiatives and bodies such as **StartUp Tasmania, Battery Shed, Macquarie House Innovation, BitLink** and **Definium** in the north of the state.
- Sponsorship and In Kind support of local sports clubs and events such as the Huon Tigers Football Club and **Launceston International Tennis**.

TasmaNet Senior Management continue to be heavily involved in peak industry body for ICT in the state - TASICT. This includes, previous President, current Vice President and Board Representation over the last 6 years.

The products and services that TasmaNet provide to business and industry in Tasmania help each and everyone one of them deliver their own products and

services from within Tasmania, not only to the local market but also nationally and internationally. Our products and services act as a technology enabler and ensures our clients can not only work in Tasmania but also stay local whether it's in Hobart CBD or regional Tasmania such as the North West Coast.

We are a large and proud supporter of the Tasmanian ICT Industry and our Chief Operations Manager, Alan Rosevear, is appointed as our 'Champion' of the Industry. One of the key items instigated by Alan includes offering Internships, Employment and Training of new entrants to the ICT Industry within TasmaNet.

TasmaNet is a Cloud business. Our energy, resources and investment is focused on being a Premium Cloud Service Provider. Our aspirations include offering Cloud Services in wider Australia, New Zealand and South East Asia, leveraging Tasmania as the base of our operations. This will mean continued growth in our Tasmanian direct and indirect employment as we grow.

Examples: Your supply may lead to: new skills being developed locally; trainees/apprentices being appointed; cross transfer skills to a local SME partner/sub-contractor; your company (if you are not a local SME) setting up an office/employing local staff; scale for you to take your products/services interstate/overseas; local community sponsorship etc.

Note: *Where determined appropriate by the procuring entity, the supplier's obligations under this Plan are to be captured in the contract and monitored as part of the contract performance.*

Completed and endorsed (Supplier)

Mark Badenach – Commercial Director - Cloud
(Name and position – print)



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(Signature)

17/12/2015
(Date)