

Commonwealth Contract – Consultancy Services



Australian Government

Commonwealth Contract – Services

Reference ID: RD005384

Customer

Customer Name:

Department of the Prime Minister and Cabinet

Customer ABN:

18 108 001 191

Address:

PO Box 6500

Canberra ACT 2600

Supplier

Full Name of the Legal Entity:

Reed, James Alan, Trading as Resolve Strategic

Supplier ABN:

45 600 161 562

Address:

s 47F

Reference ID: RD005384

Commonwealth Contract – Consultancy Services**Statement of Work****C.A.1 Key Events and Dates**


This Contract commences on the Contract Start Date or the date this Contract is executed, whichever is the latter, and continues for the Contract Term unless:

- a) it is terminated earlier; or
- b) the Customer exercises the Contract Extension Option, in which case this Contract will continue until the end of the extended time (unless it is terminated earlier).

Event	Details
Contract Start Date:	Tuesday, 7 April 2020
Contract Term:	This Contract will terminate on Tuesday, 30 June 2020.
Contract Extension Option:	This Contract includes the following extension option(s): 12 Months.

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s47E(d), s47G



C.A.2(a) Standards

The Supplier must ensure that any goods and services provided under this Contract comply with all applicable Australian standards (or in its absence an international standard) including any requirements or standards specified in this Statement of Work. If requested by the Customer, the Supplier must enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with all applicable Australian or international standards, including, but not limited to, those specified in this Statement of Work.

Web Content Accessibility

As applicable, the Supplier must ensure that any website, associated material and/or online publications (where applicable) complies with the Web Content Accessibility Guidelines available at: <https://www.w3.org/WAI/intro/wcag>.

Publications

Publications and reports (if any) must be drafted to comply with the current version of the Commonwealth's Style Manual.

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Australian Standards

The Supplier must comply with the following Australian Standard(s):

AS Number	Title
Not applicable	

ISO International Standards


The Supplier must comply with the following ISO International Standard(s):

ISO Number	Title
Not applicable	

Key Performance Indicators

To demonstrate progress towards achievement of the Requirement, the Supplier is required to comply with the following Key Performance Indicators:

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C.A.2(b) Security Requirements

None Specified

C.A.2(c) Work Health and Safety

Prior to commencement of this Contract, the Customer's Contract Manager and the Supplier's Contract Manager will identify any potential Work Health and Safety issues anticipated to arise during the term of this contract and assign management of each issue identified to the party best able to manage it. The Supplier will provide the Customer with a plan for approval.

Throughout the Contract Term, the Customer and the Supplier will proactively identify and cooperate to manage any Work Health and Safety issues that arise.

C.A.2(d) Delivery and Acceptance


Where the Customer rejects any deliverables under Clause C.C.11 [Delivery and Acceptance] the Customer will specify a timeframe in which the Supplier is required to rectify deficiencies, at the Supplier's cost, so that the deliverables meet the requirements of this Contract. The Supplier must comply with any such requirement. Rectified deliverables are subject to acceptance under Clause C.C.11 [Delivery and Acceptance].

The Supplier will refund all payments related to the rejected deliverables unless the relevant deliverables are rectified and accepted by the Customer.

If the Supplier is unable to meet the Customer's timeframe, the Customer may terminate this Contract in accordance with Clause C.C.16 [Termination for Cause].

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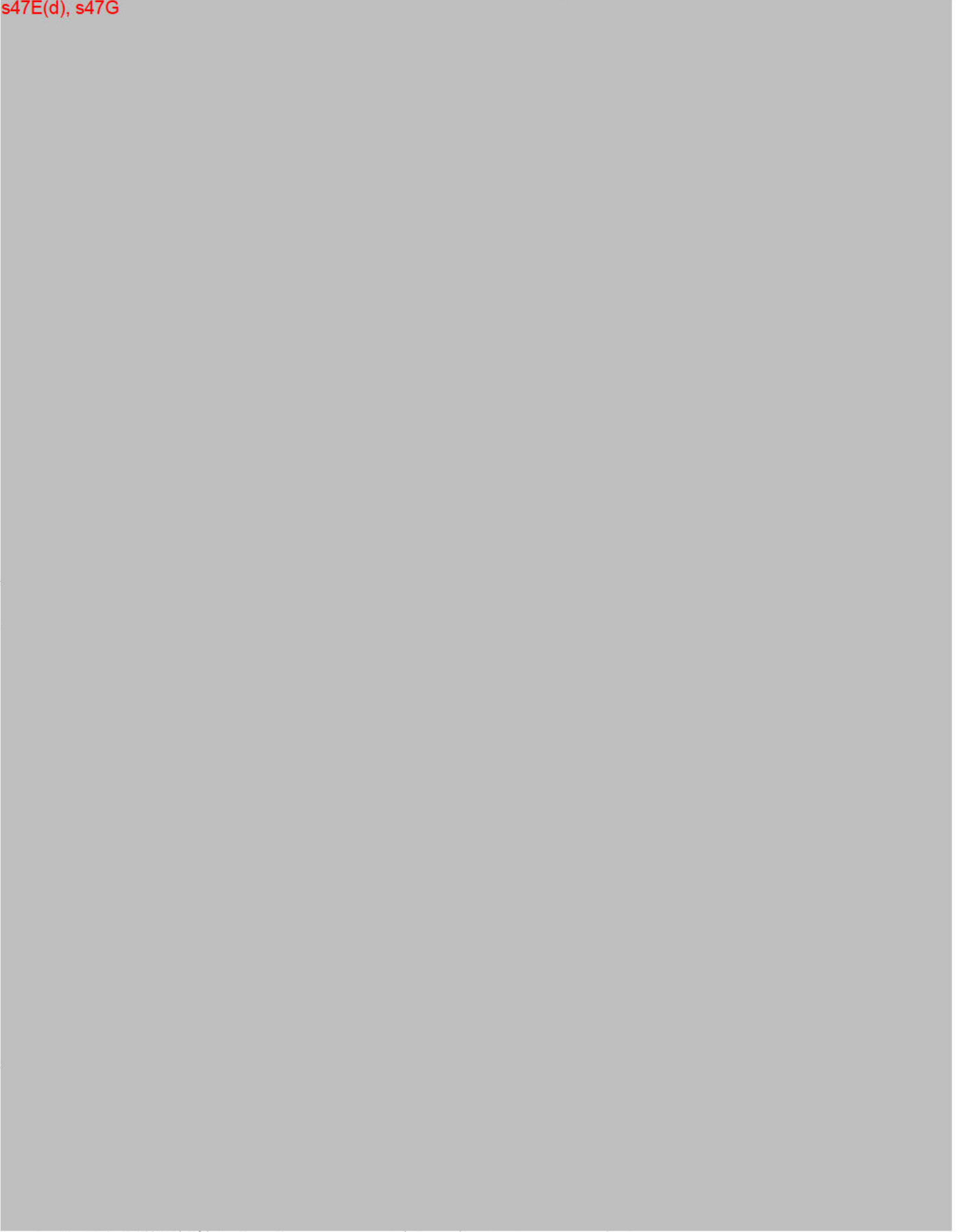
Delivery and Acceptance – Additional Instructions

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The Supplier is required to attend meetings as follows:

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**C.A.2(f) Facilities and Assistance Offered by the Customer**

The Customer will not make any facilities or assistance available to the Supplier.

C.A.2(g) Customer Material

To be determined, but may include briefing materials on government measures to test with audiences.

C.A.2(h) Conflicts of Interest

The Supplier has declared that it has no actual, perceived or potential conflicts of interest relevant to the performance of its obligations under this Contract.

C.A.2(i) Public Interest Disclosure

Public officials (including service providers under a Commonwealth contract) who suspect wrongdoing within the Commonwealth public sector can raise their concerns under the *Public Interest Disclosure Act 2013* (PID Act). Prior to making a disclosure, refer to information available at: <http://www.ombudsman.gov.au/about/making-a-disclosure/information-for-disclosers>.

All Public Interest Disclosure matters (relating to this procurement) should be referred to:

Name/Position:	Public Interest Disclosure Officer
Email Address:	publicinterestdisclosure@pmc.gov.au

Reference ID: RD005384

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C.A.2(j) Complaints Handling

Any complaints relating to this procurement should be referred to:

Name/Position:	Complaints Officer
Email Address:	complaints@pmc.gov.au

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C.A.3 Contract Price

The maximum Contract Price inclusive of GST and all taxes and charges will not exceed **\$541,750.00** as set out below.

Fees

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Expenses

The Supplier may only claim reimbursement for expenses when the expense is nominated in the table below, and the Customer has granted specific written approval prior to the relevant expense being incurred. Additionally:

- all domestic air travel must be economy class,
- amounts claimed for accommodation and other expenses must not exceed the total amount specified in Table 2 of **TD 2019/11** or any replacement Taxation Determination issued by the Australian Taxation Office, and
- a claim for reimbursement is submitted supported by a copy of the paid Tax Invoice.

Description/Comments	Cost GST Exclusive	GST Component	Total Cost GST Inclusive
None expected			

Maximum Estimated Expenses (not included above) **\$0.00 GST Inclusive**

C.A.3(a) Payment Schedule

As above

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C.A.4 Contract Managers and Addresses for Notices

Contract Managers are responsible for issuing or accepting any written Notices under this Contract and are the contact points for general liaison.

C.A.4(a) Customer's Contract Manager:

The person occupying the position of: Adviser, National COVID-19 Coordination Commission (NCCC)
 Currently: Heike Phillips
 Mobile: s 22
 Email Address: Heike.Phillips2@pmc.gov.au
 Postal Address: 1 National Circuit
 Barton ACT 2600

C.A.4(b) Customer's Address for Invoices:

Addressee Name/Position Title: Accounts Payable
 Telephone: 02 6271 5111
 Email Address: s 47E(d)
 Postal Address: National COVID-19 Coordination Commission
 Department of the Prime Minister and Cabinet
 Barton ACT 2600

The Customer's preferred method of invoicing is by email quoting RD005384.

C.A.4(c) Supplier's Contract Manager:

Name: James Reed
 Position Title: Founder
 Mobile: s 47F
 Email Address:
 Postal Address:

C.A.4(d) Supplier's Address for Notices

Name: As above
 Position Title:
 Email Address:
 Postal Address:

Commonwealth Contract – Consultancy Services**C.A.5 Specified Personnel**

Position/Role	Name	Current Security Clearance Level	Percentage of Total Project Time
Researcher	James Reed	NA	%100

C.A.6 Subcontractors

None Specified

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Additional Contract Terms

An executed contract will incorporate the Commonwealth Contract Terms and also the following Additional Contract Terms:

C.B.1 Intellectual Property

For the purposes of this clause, "Intellectual Property Rights" means all intellectual property rights which may subsist in Australia or elsewhere, whether or not they are current or future or registered or capable of being registered, including without limitation in relation to, copyright, designs, trade marks (including unregistered marks), business and company names, domain names, database, circuit layouts, patents, inventions, discoveries, know-how, trade secrets and confidential information, but excluding Moral Rights.

The Customer owns the Intellectual Property Rights in the Material created under this Contract.

To the extent the Supplier or a third party holds any Intellectual Property Rights in any existing Material, the Supplier hereby agrees to licence the Customer to enable the Customer to exercise full rights and interests in the Intellectual Property Rights in any Material provided under this Contract. The Supplier agrees to create, execute or sign any documents and perform all acts which may be necessary to allow the use of those rights by the Customer for any purpose.

The Customer grants to the Supplier a non-exclusive, non-transferable, irrevocable, royalty-free licence for this Contract Term to exercise the Intellectual Property Rights in the Material for the sole purpose of fulfilling its obligations under this Contract. The licence in this clause is subject to any conditions or limitations of third parties that the Customer notifies to the Supplier.

Intellectual Property Rights in Goods provided under this Contract or pre-existing Intellectual Property of the Supplier, set out below (if any), will not change as a result of this Contract.

Pre-Existing Intellectual Property of the Supplier

Not Applicable

C.B.2 Confidential Information of the Supplier

Not Applicable

C.B.3 Interest on Late Payments

Where the Customer and the Supplier both have the capability to deliver and receive e-Invoices through the Pan-European Public Procurement On-Line (PEPPOL) framework and have agreed to use electronic invoicing (e-Invoicing), the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within five (5) calendar days after receiving it, or if this day is not a business day, on the next business day.

In all other circumstances, the Customer will pay the amount of a Correctly Rendered Invoice to the Supplier within twenty (20) calendar days after receiving it, or if this day is not a business day, on the next business day.

If the total initial value of the Contract (excluding any options, extensions, renewals or other mechanisms that may be executed over the life of the contract) is less than A\$1 million (GST inclusive) and the Customer fails to make a payment to the Supplier by the business day it is due, the Customer will pay the unpaid amount plus interest on the unpaid amount, provided the amount of interest payable under this clause exceeds A\$100.

Interest payable under this clause will be simple interest calculated in respect of each calendar day from the day after the amount was due and payable, up to and including the day that the Customer effects payment, calculated using the General Interest Charge Rate available on the Australian Taxation Office website as it applies on the day the amount was due and payable expressed as a daily rate.

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C.B.4 Notifiable Data Breaches

Eligible Data Breach means an 'Eligible Data Breach' as defined in the *Privacy Act 1988* (Cth).

Personal Information means 'Personal Information' as defined in the *Privacy Act 1988* (Cth).

- a) If the Supplier becomes aware that there are reasonable grounds to suspect that there may have been an Eligible Data Breach in relation to any Personal Information held by the Supplier as a result of this Contract or its provision of the Goods and/or Services, the Supplier agrees to:
- (i) notify the Customer in writing as soon as possible, which must be no later than within three (3) days of becoming aware; and
 - (ii) unless otherwise directed by the Customer, carry out an assessment in accordance with the requirements of the *Privacy Act 1988* (Cth).
- b) Where the Supplier is aware that there are reasonable grounds to believe there has been, or where the Customer notifies the Supplier that there has been, an Eligible Data Breach in relation to any Personal Information held by the Supplier as a result of this Contract or its provision of the Goods and/or Services, the Supplier must:
- (i) take all reasonable action to mitigate the risk of the Eligible Data Breach causing serious harm to any of the individuals to whom the Personal Information relates;
 - (ii) unless otherwise directed by the Customer, take all other action necessary to comply with the requirements of the *Privacy Act 1988* (Cth); and
 - (iii) take any other action as reasonably directed by the Customer.

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C.C.1 Background:

The Customer requires the provision of certain Goods and/or Services. The Supplier has fully informed itself on all aspects of the Customer's requirements and has responded representing that it is able to meet the Statement of Requirement.

Some terms used in these *Commonwealth Contract Terms* have been given a special meaning. Their meanings are set out either in the *Commonwealth Contracting Suite Glossary* or in the relevant *Commonwealth Contract*.

C.C.2 Relationship of the Parties:

Neither party is the employee, agent, officer or partner of the other party nor, by virtue of this Contract, authorised to bind or represent the other party.

The Supplier must ensure that its officers, employees, agents or Subcontractors do not represent themselves as being an officer, employee, partner or agent of the Customer.

In all dealings related to the Contract, the parties agree to:

- (a) communicate openly with each other and cooperate in achieving the contractual objectives; and
- (b) act honestly and ethically; and
- (c) comply with reasonable commercial standards of fair conduct; and
- (d) consult, cooperate and coordinate activities to identify and address any overlapping work health and safety responsibilities aimed at ensuring the health and safety of workers and workplaces; and
- (e) comply with all reasonable directions and procedures relating to work health and safety, record keeping and security in operation at each other's premises or facilities whether specifically informed or as might reasonably be inferred from the circumstances.

C.C.3 Conflict of Interest:

The Supplier has either declared any real or perceived conflicts of interest that might arise; or states that no conflicts of interest exist, or are anticipated, relevant to the performance of its obligations under the Contract.

If any conflict or potential conflict arises during the Contract Term, the Supplier will immediately notify the Customer and comply with any reasonable Notice given to the Supplier by the Customer in relation to the conflict. As soon as practicable, any verbal advice must be followed by written confirmation.

C.C.4 Precedence of Documents:

The Contract is comprised of:

- (a) *Additional Contract Terms* (if any);
- (b) *Statement of Work*;
- (c) *Commonwealth Contract Terms*;
- (d) *Commonwealth Contracting Suite Glossary*; and
- (e) *Contract Annex 1 – Supplementary Information* (if any),

unless otherwise agreed in writing between the parties.

If there is ambiguity or inconsistency between documents comprising the Contract, the document appearing higher in the list will have precedence.

The Contract may be signed and dated by the parties on separate, but identical, copies. All signed copies constitute one (1) Contract.

C.C.5 Governing Law:

The laws of the Australian Capital Territory apply to the Contract.

C.C.6 Entire Agreement:

The Contract represents the Parties' entire agreement in relation to the subject matter, at the time this Contract was entered.

Anything that occurred before the making of this Contract shall be disregarded (unless incorporated into the Contract in writing). However, the Supplier represents that the claims made in its Response to the ATM were correct when made and remain correct.

The Parties agree that no agreement or understanding varying or extending the Contract will be legally binding upon either Party unless in writing and agreed by both Parties.

If either Party does not exercise (or delays in exercising) any of its contractual rights, that failure or delay will not prejudice those rights.

C.C.7 Survival:

All Additional Contract Terms (if any), plus Clauses C.C.14 [*Liability of the Supplier*], C.C.17 [*Supplier Payments*], C.C.20 [*Transition Out*], C.C.22 [*Compliance with Commonwealth Laws and Policies*], C.C.22(A) [*Access to Supplier's Premises and Records*], C.C.22(F) [*Fraud*] survive termination or expiry of the Contract.

C.C.8 Notices:

A Notice is deemed to be effected:

- (a) if delivered by hand - upon delivery to the relevant address;
- (b) if sent by registered post - upon delivery to the relevant address; or
- (c) if transmitted electronically - upon actual delivery as evidenced by an acknowledgement of receipt from the recipient's system by any means (including by means of delivery receipt).

A Notice received after 5.00 pm, or on a day that is not a working day in the place of receipt, is deemed to be effected on the next working day in that place.

C.C.9 Assignment:

The Supplier may not assign any rights under the Contract without the Customer's written consent. To seek consent, the Supplier must provide the Customer with a Notice, which includes full details of the proposed assignee and the rights the Supplier proposes to assign.

To decline consent, the Customer must provide a Notice to the Supplier, setting out its reasons, within twenty-eight (28) calendar days of receiving the Notice seeking consent. Otherwise, the Customer is taken to have consented.

C.C.10 Subcontracting:

Subcontracting any part of, or the entire Supplier's obligations under the Contract, will not relieve the Supplier from any of its obligations under the Contract.

The Supplier must ensure that Subcontractors specified in Item C.A.6 [*Subcontractors*] (if any) perform that part of the Services Specified in that item. Unless otherwise agreed by the Customer (in writing) the Supplier must not subcontract any part of its obligations under the Contract other than to Subcontractors named in Item C.A.6. The Supplier must ensure that specified Subcontractors (if any) are not replaced without the prior written consent of the Customer. The Customer's written consent will not be unreasonably withheld.

At the Customer's request, the Supplier, at no additional cost to the Customer, must promptly remove from involvement in the Contract any Subcontractor that the Customer reasonably considers should be removed.

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The Supplier must make available to the Customer the details of all Subcontractors engaged to provide the Goods and/or Services under the Contract. The Supplier acknowledges that the Customer may be required to publicly disclose such information.

The Supplier must ensure that any subcontract entered into by the Supplier, for the purpose of fulfilling the Supplier's obligations under the Contract, imposes on the Subcontractor the same obligations that the Supplier has under the Contract (including this requirement in relation to subcontracts).

C.C.11 Delivery and Acceptance:

The Supplier must provide the Goods and/or Services as specified in the *Statement of Work* and meet any requirements and standard specified in the *Statement of Work*.

The Supplier must promptly notify the Customer if the Supplier becomes aware that it will be unable to provide all or part of the Goods and/or Services specified in the *Statement of Work* and advise the Customer when it will be able to so.

Any Goods must be delivered free from any security interest. Unless otherwise stated in the Contract, Goods must be new and unused. Any Services must be provided to the higher of the standard that would be expected of an experienced, professional supplier of similar services and any standard specified in the *Statement of Work*.

The Customer may reject the Goods and/or Services within fourteen (14) calendar days after delivery or such longer period specified in the Contract at Item C.A.2(d) [*Delivery and Acceptance*], if the Goods and/or Services do not comply with the requirements of the Contract ("Acceptance Period").

If during the Acceptance Period circumstances outside the Customer's reasonable control cause a delay in the Customer's evaluation of the compliance of the Goods and/or Services with the Contract, the Customer may give the Supplier a Notice before the end of the original Acceptance Period, setting out the reason for the delay and the revised Acceptance Period date (which must be reasonable having regard to the circumstances causing the delay).

If the Customer does not notify the Supplier of rejection within the Acceptance Period (as extended if applicable), the Customer will be taken to have accepted the Goods and/or Services, though the Customer may accept the Goods and/or Services sooner. Title to Goods transfers to the Customer only on acceptance.

If the Customer rejects the Goods and/or Services, the Customer must issue a Notice clearly stating the reason for rejection and the remedy the Customer requires. No payment will be due for rejected Goods and/or Services until their acceptance.

C.C.12 Licences Approvals and Warranties:

At no cost to the Customer, the Supplier must obtain and maintain all Intellectual Property Rights, licences or other approvals required for the lawful provision of the Goods and/or Services and arrange any necessary customs entry for any Goods.

The Supplier must provide the Customer with all relevant third Party warranties in respect of Goods. If the Supplier is a manufacturer, the Supplier must provide the Customer with all standard manufacturer's warranties in respect of the Goods it has manufactured and supplied.

To the extent permitted by laws and for the benefit of the Customer, the Supplier consents, and must use its best endeavours to ensure that each author of Material consents in writing, to the use by the Customer of the Material, even if the use may otherwise be an infringement of their Intellectual Property Rights and/or Moral Rights.

C.C.13 Specified Personnel:

The Supplier must ensure that the Specified Personnel set out in Item C.A.5 [*Specified Personnel*] (if any) perform the part of the Services specified in that item. The Supplier must ensure that Specified Personnel (if any) are not replaced without the prior written consent of the Customer. The Customer's written consent will not be unreasonably withheld.

At the Customer's reasonable request, the Supplier, at no additional cost to the Customer, must as soon as reasonably practicable replace any Specified Personnel that the Customer reasonably considers:

- (a) is not performing the Supplier's obligations under the Contract to the standard or within the timeframe reasonably required by the Customer;
- (b) is not a fit and proper person; or
- (c) is not suitably qualified to perform the Services.

Any Specified Personnel must be replaced with personnel that are acceptable to the Customer.

C.C.14 Liability of the Supplier:

The Supplier will indemnify the Customer and its officials against any claim, loss or damage arising in connection with any negligent or wilful breach of the Supplier's obligations or representations under the Contract.

The Supplier's obligation to indemnify the Customer and its officials will reduce proportionally to the extent that any act or omission, on the part of the Customer or its officials contributed to the claim, loss or damage.

The Supplier's liability under this clause shall not exceed the maximum applicable amount that applies to the claim loss or damage under a scheme operating under Schedule 4 of the *Civil Law (Wrongs) Act 2002 (ACT)*, or any corresponding State, Territory or Commonwealth legislation, that limits the civil liability of members of particular professions arising from the performance of their professional services, where the Supplier is a member of that scheme, and where that scheme applies to the Goods and/or Services delivered under the Contract.

The Supplier will maintain adequate insurances for the Contract and provide the Customer with proof when reasonably requested.

C.C.15 Termination or Reduction for Convenience:

In addition to any other rights either party has under the Contract,

- (a) the Customer acting in good faith, may at any time; or
- (b) the Supplier, acting in good faith, may notify that it wishes to, terminate the Contract or reduce the scope or quantity of the Goods and/or Services by providing a Notice to the other Party.

If the Supplier issues a Notice under this clause, the Supplier must comply with any reasonable directions given by the Customer. The Contract will terminate, or the scope will be reduced in accordance with the Notice, when the Supplier has complied with all of those directions.

If the Customer issues a Notice under this clause, the Supplier must stop or reduce work in accordance with the Notice and comply with any reasonable directions given by the Customer.

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In either case, the Supplier must mitigate all loss and expenses in connection with the termination or reduction in scope (including the costs of its compliance with any directions). The Customer will pay the Supplier for Goods and/or Services accepted in accordance with clause C.C.11 [Delivery and Acceptance] and item C.A.2(d) [Delivery and Acceptance] before the effective date of termination or reduction.

If the Customer issues a Notice under this clause, the Customer will also pay the Supplier for any reasonable costs the Supplier incurs that are directly attributable to the termination or reduction, provided the Supplier substantiates these costs to the satisfaction of the Customer.

Under no circumstances will the total of all payments to the Supplier exceed the Contract Price. The Supplier will not be entitled to loss of anticipated profit for any part of the Contract not performed.

C.C.16 Termination for Cause:

The Customer may issue a Notice to immediately terminate or reduce the scope of the Contract if:

- (a) the Supplier does not deliver the Goods and/or Services as specified in the Contract, or notifies the Customer that the Supplier will be unable to deliver the Goods and/or Services as specified in the Contract;
- (b) the Customer rejects the Goods and/or Services in accordance with clause C.C.11 [Delivery and Acceptance] and the Goods and/or Services are not remedied as required by the Notice of rejection;
- (c) the Supplier breaches a material term of the Contract and the breach is not capable of remedy;
- (d) the Supplier does not remediate a material breach of the Contract which is capable of remediation within the period specified by the Customer in a Notice of default issued to the Supplier; or
- (e) subject to the Customer complying with any requirements in the Corporations Act 2001 (Cth), the Supplier:
 - (i) is unable to pay all its debts when they become due;
 - (ii) if incorporated – has a liquidator, receiver, administrator or other controller appointed or an equivalent appointment is made under legislation other than the Corporations Act 2001 (Cth); or
 - (iii) if an individual – becomes bankrupt or enters into an arrangement under Part IX or Part X of the Bankruptcy Act 1966 (Cth).

Termination of the Contract under this clause does not change the Customer's obligation to pay any Correctly Rendered Invoice.

C.C.17 Supplier Payments:

If the Supplier is required to submit an invoice to trigger payment, the invoice must be a Correctly Rendered Invoice.

The Supplier must promptly provide to the Customer such supporting documentation and other evidence reasonably required by the Customer to substantiate performance of the Contract by the Supplier.

Payment of any invoice is payment on account only, and does not substantiate performance of the Contract.

If the Supplier owes any amount to the Customer in connection with the Contract, the Customer may offset that amount, or part of it, against its obligation to pay any Correctly Rendered Invoice.

C.C.18 Dispute Resolution:

For any dispute arising under the Contract both the Supplier and the Customer agree to comply with (a) to (d) of this clause sequentially:

- (a) both Contract Managers will try to settle the dispute by direct negotiation;
- (b) if unresolved, the Contract Manager claiming that there is a dispute will give the other Contract Manager a Notice setting out details of the dispute and proposing a solution;
- (c) if the proposed solution is not accepted by the other Contract Manager within five (5) business days, each Contract Manager will nominate a more senior representative, who has not had prior direct involvement in the dispute. These representatives will try to settle the dispute by direct negotiation;
- (d) failing settlement within a further ten (10) business days, the Customer will, without delay, refer the dispute to an appropriately qualified mediator selected by the Customer or, at the Customer's discretion, to the chairperson of an accredited mediation organisation to appoint a mediator, for mediation to commence within fifteen (15) business days of the request.

Representatives for the Supplier and the Customer must attend the mediation. The nominated representatives must have the authority to bind the relevant party and act in good faith to genuinely attempt to resolve the dispute.

The Customer and the Supplier will each bear their own costs for dispute resolution. The Customer will bear the costs of a mediator.

If the dispute is not resolved within thirty (30) business days after mediation commences, either the Supplier or the Customer may commence legal proceedings.

Despite the existence of a dispute, the Supplier will (unless requested in writing by the Customer not to do so) continue their performance under the Contract.

This procedure for dispute resolution does not apply to action relating to clause C.C.16 [Termination for Cause] or to legal proceedings for urgent interlocutory relief.

C.C.19 Transition In:

The Supplier must perform all tasks reasonably required to facilitate the smooth transition of the provision of the Goods and/or Services from any outgoing supplier to the Supplier.

C.C.20 Transition Out:

If the Contract expires or is terminated under clause C.C.16 [Termination for Cause] the Supplier must comply with any reasonable directions given by the Customer in order to facilitate the smooth transition of the provision of the Goods and/or Services to the Customer or to another supplier nominated by the Customer.

C.C.21 Compliance with Laws:

The Supplier must comply with, and ensure its officers, employees, agents and subcontractors comply with the laws from time to time in force in any jurisdiction in which any part of the Contract is performed.

C.C.22 Compliance with Commonwealth Laws and Policies:

The Supplier must comply with, and ensure its officers, employees, agents and subcontractors comply with all Commonwealth laws and policies relevant to the Goods and/or Services.

If the Supplier becomes aware of any actual or suspected breach of the requirements set out in clauses A to G below, it must:

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- (a) immediately report it to the Customer and provide a written report on the matter within five (5) business days; and
- (b) comply with any reasonable directions by the Customer in relation to any investigation or further reporting of the actual or suspected breach.
- A. Access to Supplier's Premises and Records:** The Supplier must maintain proper business and accounting records relating to the supply of the Goods and/or Services and performance of the Contract.
- The Supplier agrees to provide to the Customer, or its nominee, access to the Supplier's, or its Subcontractor's premises, personnel, documents and other records, and all assistance reasonably requested, for any purpose associated with the Contract or any review of the Supplier's or the Customer's performance under the Contract, including (but not limited to) in connection with a request made under the *Freedom of Information Act 1982* (Cth) or audit or review by the Australian National Audit Office. Unless the access is required for the purpose of a criminal investigation into the Supplier, its employees or subcontractors, the Customer will reimburse the Supplier's substantiated reasonable cost for complying with the Customer's request.
- The Supplier must not transfer, or permit the transfer of, custody or ownership, or allow the destruction, of any Commonwealth record (as defined in the *Archives Act 1983* (Cth)) without the prior written consent of the Customer. All Commonwealth records, including any held by Subcontractors, must be returned to the Customer at the conclusion of the Contract.
- B. Privacy Act 1988 (Cth) Requirements:** In providing the Goods and/or Services, the Supplier agrees to comply, and to ensure that its officers, employees, agents and subcontractors comply with the *Privacy Act 1988* (Cth) and not to do anything, which if done by the Customer would breach an Australian Privacy Principle as defined in that Act.
- C. Confidential Information:** Other than information available in the public domain, the Supplier agrees not to disclose to any person, other than the Customer, any confidential information relating to the Contract or the Goods and/or Services, without prior written approval from the Customer. This obligation will not be breached where the Supplier is required by law or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).
- The Customer may at any time require the Supplier to arrange for its employees, agents or subcontractors to give a written undertaking relating to non-disclosure of the Customer's confidential information in a form acceptable to the Customer.
- The Customer will keep any information in connection with the Contract confidential to the extent it has agreed in writing to keep such specified information confidential. The Customer will not be in breach of any confidentiality agreement if the Customer is required to disclose the information by law, a Minister or a House or Committee of Parliament.
- D. Security and Safety:** When accessing any Commonwealth place, area or facility, the Supplier must comply with any security and safety requirements notified to the Supplier by the Customer or of which the Supplier is, or should reasonably be aware. The Supplier must ensure that its officers, employees, agents and subcontractors are aware of, and comply with, such security and safety requirements.
- The Supplier must ensure that all information, material and property provided by the Customer for the purposes of the Contract is protected at all times from unauthorised access, use by a third party, misuse, damage and destruction and is returned as directed by the Customer.
- The Supplier acknowledges that unauthorised disclosure of security-classified information is an offence. Legislation (including, but not limited to, the *Criminal Code Act 1995* (Cth)) contains provisions relating to the protection of certain information and sets out the penalties for the unauthorised disclosure of that information.
- E. Criminal Code:** The Supplier acknowledges that the giving of false or misleading information to the Commonwealth is a serious offence under section 137.1 of the schedule to the *Criminal Code Act 1995* (Cth). The Supplier must ensure that any subcontractor engaged in connection with the Contract is aware of the information contained in this clause.
- F. Fraud:** For the purposes of this clause, Fraud means dishonestly obtaining a benefit from the Commonwealth or causing a loss to the Commonwealth by deception or other means.
- The Supplier must take all reasonable steps to prevent and detect Fraud in relation to the performance of this Contract. The Supplier acknowledges the occurrence of Fraud will constitute a breach of this Contract.
- If an investigation finds that the Supplier or its employees have committed Fraud, or the Supplier has failed to take reasonable steps to prevent Fraud by an employee or subcontractor, the Supplier must reimburse or compensate the Customer in full.
- G. Taxation:** The Supplier agrees to comply, and to require its subcontractors to comply, with all applicable laws relating to taxation.



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Commonwealth Contract – Consultancy Services

Commonwealth Contracting Suite (CCS) Glossary

In the Commonwealth Contracting Suite:

A reference to:

- a) a clause in the form A.A.[x] – is a reference to a clause of the **Approach to Market**;
- b) a clause in the form A.B.[x] – is a reference to a clause of the **Commonwealth ATM Terms**;
- c) an item in the form C.A.[x] – is a reference to an item in the **Statement of Work**;
- d) a clause in the form C.B.[x] – is a reference to a clause in the **Additional Contract Terms**;
- e) a clause in the form C.C.[x] – is a reference to a clause of the **Commonwealth Contract Terms** or the **Commonwealth Purchase Order Terms**, as the case may be.

"Additional Contract Terms" means the terms and conditions set out in the section of the Contract with the heading 'Additional Contract Terms'.

"Approach to Market or ATM" means the notice inviting potential suppliers to participate in the procurement.

"Closing Time" means the closing time specified in clause A.A.1 [*Key Events and Dates*].

"Contract" means the documentation specified in clause C.C.4 [*Precedence of Documents*].

"Contract Extension Option" means an option of a Customer to extend the term of a Contract for one or more additional time periods.

"Contract Manager" means the contract manager for the Customer and/or Supplier (as relevant) specified in the Contract.

"Contract Price" means the total contract price specified in the Contract, including any GST component payable, but does not include any simple interest payable on late payments.

"Correctly Rendered Invoice" means an invoice that:

- a) is correctly addressed and calculated in accordance with the Contract;
- b) relates only to Goods and/or Services that have been accepted by the Customer in accordance with the Contract;
- c) includes any purchase order number, and the name and phone number of the Customer's Contract Manager;
- d) is for an amount which, together with all previously Correctly Rendered Invoices, does not exceed the Contract Price; and
- e) is a valid tax invoice in accordance with the GST Act.

"Customer" means a party specified in a Contract as a Customer.

"Delivery and Acceptance" means the process by which Goods and/or Services are delivered to a Customer and accepted by the Customer as meeting the terms specified in the Contract.

"General Interest Charge Rate" means the general interest charge rate determined under section 8AAD of the *Taxation Administration Act 1953* on the day payment is due, expressed as a decimal rate per day.

"Goods and/or Services" means:

- a) the Goods, Services, or Goods and Services and any Material specified in the Contract; and
- b) all such incidental Goods and Services that are reasonably required to achieve the purposes of the Customer as specified in the Contract.

"GST Act" means *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

"GST" means a Commonwealth goods and services tax imposed by the GST Act.

"Intellectual Property Rights" means all intellectual property rights which may subsist in Australia or elsewhere, whether or not they are registered or capable of being registered.

Commonwealth Contract – Consultancy Services

Commonwealth Contracting Suite (CCS) Glossary

"Material" means any material brought into existence as a part of, or for the purpose of producing the Goods and/or Services, and includes but is not limited to documents, equipment, information or data stored by any means.

"Moral Rights" means the rights in *Part IX of the Copyright Act 1968 (Cth)*, including the right of attribution, the right against false attribution and the right of integrity.

"Notice" means an official notice or communication under the Contract in writing, from one Contract Manager and delivered to the other Contract Manager, at the postal address, or email address, or facsimile number set out in the Contract or as notified from time to time.

"Requirement" means the description of the Goods and Services described in:

- a) for the purposes of the Commonwealth ATM Terms the section of the Approach to Market with the heading 'Requirement';
- b) for the purposes of the Commonwealth Contract Terms the section of the Statement of Work with the heading 'Requirement';
- c) for the purposes of the Commonwealth Purchase Order Terms the document setting out the Goods and/or Services.

"Specified Personnel" means the personnel specified in the Contract or such other personnel who are accepted by the Customer in accordance with clause C.C.13 [*Specified Personnel*].

"Statement of Requirement" means the section of the Approach to Market with the heading 'Statement of Requirement'.

"Statement of Work" means the section of the Contract, as the case may be, with the heading 'Statement of Work'.

"Supplier" means a party specified in a Contract as a Supplier.

Commonwealth Contract – Consultancy Services

Contract Signing Page

The Parties agree that by signing this Commonwealth Contract – Services, they enter into a Contract comprising:

- a) Additional Contract Terms (if any);
- b) Statement of Work;
- c) Commonwealth Contract Terms;
- d) Commonwealth Contracting Suite Glossary; and
- e) Contract Annex 1 – Supplementary Information (if any).

EXECUTED as an Agreement

Signed for and on behalf of the Commonwealth of Australia as represented by Department of the Prime Minister and Cabinet

ABN 18 108 001 191 by its duly authorised delegate in the presence of

Signature of witness

s 22

Name of witness (*print*)

s 22

Signature of delegate

s 22

Name of delegate (*print*)

Heide Erika Phillips

Position of delegate (*print*)

SES Band 1, NCCC

Date:

07/04/20

Executed by Reed, James Alan, Trading as Resolve Strategic ABN 45 600 161 562 in the presence of:

Signature of witness

s47F

Name of witness (*print*)

s 47F

Signature of supplier

s 47F

JAMES REED

Date:

07/04/20

From: [Phillips, Heike](#)
To: ["Jim Reed"](#)
Subject: RE: Request for proposal - COVID-19 Communication Research Brief [SEC=OFFICIAL]
Date: Friday, 3 April 2020 4:53:00 PM
Attachments: [image001.png](#)

OFFICIAL

Thanks for your prompt acknowledgement Jim, much appreciated.

s 47C, s 47E(d)

Kind regards

Heike

Heike Phillips | National COVID-19 Coordination Commission | s 22

From: Jim Reed

Sent: Friday, 3 April 2020 4:37 PM

To: Phillips, Heike

Subject: RE: Request for proposal - COVID-19 Communication Research Brief [SEC=OFFICIAL]

Many thanks Heike.

The contract looks fairly standard as you say, and I just had two quick questions that I addressed to Trish earlier (repeated here below in case you're able to answer them).

Many thanks, Jim.

s47C, s47E(d)

Jim Reed

Founder, Resolve



S47F

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From: Phillips, Heike <Heike.Phillips2@pmc.gov.au>

Sent: Friday, 3 April 2020 4:32 PM

To: Jim Reed s47F

Subject: Request for proposal - COVID-19 Communication Research Brief [SEC=OFFICIAL]

OFFICIAL

Dear Jim

Please find attached for your consideration a brief inviting a proposal for developmental research urgently required by the National COVID-19 Coordination Commission.

If you choose to respond to this proposal, you will be required to agree to the attached Commonwealth Contract terms in your response. This is a standard contract, but please let me know if you have any questions and I can ask our procurement team to clarify.

Don't hesitate to contact Trish Johnston (trish.johnston@pmc.gov.au or M S22) or myself if you require clarification on any aspects of the research brief.

We appreciate your responsiveness, noting the urgency and very limited time for response.

Kind regards

Heike

Heike Phillips

National COVID-19 Coordination Commission

Department of the Prime Minister and Cabinet

Mobile: S22

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COVID-19 COMMUNICATION RESEARCH BRIEF

March 2020

INTRODUCTION

The National COVID-19 Coordination Commission (NCCC) invites proposals to conduct developmental research into the behavioural responses to the economic and social effects of the COVID-19 pandemic.

The objective of the research is to build an understanding of how the NCCC can most effectively communicate about the non-health response to COVID-19 and its actions and the impacts this has on lives and livelihoods.

Informed by this research, communication activities will aim to reassure the business sector and broader community and instil a sense of confidence and safety as we traverse the immediate impacts of the COVID-19 pandemic, and inspire hope about recovery and the ability to rebuild lives and livelihoods once the virus has run its course.

The research should investigate:

- The underlying values that are driving behaviour, including unhelpful actions like ignoring social distancing and hygiene guidance, and panic buying
- The values triggers and trade-offs (for example personal health concerns versus economic security concerns) and how they vary based on age, geography and ethnicity (among other factors)
- Messages and factors aligned to the values triggers that positively and negatively influence behaviours and attitudes
- Key insights to inform and shape communications
- Barriers to receiving COVID-19 information, including language, culture and comprehension
- Effectiveness and preference of communication channels
- Effectiveness and credibility of spokespeople
- Recall and effectiveness of current information material about COVID-19
- Awareness and attitudes towards government measures to manage the economic and health impacts of COVID-19

The successful consultant will be required to undertake initial developmental research and additional research to track any shifts in behaviours and attitudes to inform adjustments to the communication approach and messaging. We will seek your further advice on what frequency is required to monitor shifts in attitudes and behaviours.

This brief, request for quote and supporting documentation is confidential and is for the information of you and your immediate team only. You should ensure that employees, agents or subcontractors privy to information do not, either directly or indirectly, record, divulge or communicate to any person any confidential information concerning the affairs of the National COVID-19 Coordination Commission or the Australian Government.

RESEARCH TO DATE

No formal research has been conducted to date to inform an overarching communication approach on non-health related impacts of COVID-19. Evaluation research on the effectiveness of health messaging has been undertaken and a copy of this research can be provided.

BACKGROUND

The Prime Minister announced the establishment of the National COVID-19 Coordination Commission on 25 March 2020. The role of the Commission is to coordinate advice to the Australian Government on actions to anticipate and mitigate the economic and social impacts of the global COVID-19 pandemic.

The Commission is being led by Mr Neville Power, and supported by an Executive Board of Directors drawn from across the business and not-for-profit sectors comprising: Mr Greg Combet AM, Ms Jane Halton AO, Mr Paul Little AO, Ms Catherine Tanna, and Mr David Thodey. They are joined by the Secretaries of the Department of the Prime Minister and Cabinet, Mr Philip Gaetjens, Home Affairs, and Mr Mike Pezzullo.

The Commission is working across business-to-business and business-to-government networks to unlock resources, break through bottlenecks and fix problems so Australian businesses and communities are supported in the months ahead.

The Commission is advising the Prime Minister on all non-health aspects of the pandemic response, working in tandem with the Chief Medical Officer (CMO), Dr Brendan Murphy, ensuring the Government receives the most comprehensive advice available to meet the challenges ahead.

TARGET AUDIENCES

Primary target audience

- Business – small to medium enterprises
- Community sector – including Not-for-Profits, general public (segmentation to be advised, based on research findings)

Secondary target audience

- Industry – peaks and influencers

Special audiences

Indigenous and Culturally and Linguistically Diverse business owners and members of the community

s47E(d), s47F, s47G



s47E(d), s47F, s47G



s47E(d)



TENDER TASK

The research consultant is required to submit a written proposal in response to the Request for Quote.

The written proposal should outline:

- understanding of the department's work and research issues
- proposed research design, methodology and sampling
- arrangements in place to adhere to Commonwealth and state governments' public health measures to restrict the spread of COVID-19, including social distancing and travel restrictions.
- detailed budget breakdown and a rate card, including all costs associated with research such as participant recruitment fees, participant incentives and reporting, with an expectation for research results to be delivered within very tight timeframes
- timetable for the completion of developmental research
- details of personnel who will be assigned to the project including their experience and role
- details of at least two referees
- any potential conflict of interest and if needed, strategies to mitigate these conflicts.

The written proposal should be no more than 10 A4 single-side pages using Times New Roman size 12-point font (excluding budget and personnel, which can be included as attachments). In addition, an executive summary of no more than one page should be included.

The proposal, including costs, must be submitted via email to Trish.Johnston@pmc.gov.au no later than the proposal lodgement time of **12 pm AEDST, on Monday 6 April 2020.**

EVALUATION PROCESS

s47E(d)



Value for money will be considered as part of the overall evaluation process. Value for money is assessed by taking into account a number of factors, not just the price of the services offered.

- Throughout the evaluation process, the department will:
- have regard to the Commonwealth Procurement Rules; and
 - act fairly and consistently in its dealings.

The department reserves the right to seek information from any source about the consultant as part of the assessment process.

The department may terminate the Request for Quotation process at any time, including where it determines that none of the quotes submitted represent value for money or that it is otherwise in the public interest to do so.

BUDGET

The anticipated total budget available for research will be up to s47C, s47E(d) (GST exclusive).

A budget breakdown should be submitted including all costs associated with research, including participant recruitment fees, participant incentives, reporting, and all other costs associated with the project. A rate card should also be submitted, including all costs associated with research such as participant recruitment fees, participant incentives, reporting and travel.

s47E(d), s47G

All invoices must include GST and a 20-day payment period.

TIMELINE

The research consultant will be required to conduct developmental research and deliver recommendations within the extremely tight timeframes, and over the Easter public holidays, as below.

Activity	Timing
Request for Quote sent to consultant	s47C, s47E(d)
Written proposal due	
Contract executed	
Findings presented to department	
Present to key stakeholders (if required)	

REPORTING, MONITORING AND EVALUATION

The consultant will be required to provide a written research report for the initial developmental research, which is to include:

- an executive summary of key findings and recommendations;
- analysis and interpretation of research results;
- actionable recommendations;
- a summary of research methodology;
- dates for when fieldwork was conducted;
- a hardcopy of research instruments (e.g. questionnaire, discussion guides etc.); and
- a summary of fieldwork statistics, weighting specifications (if applicable).

CONTRACT MANAGEMENT

The research consultant will be engaged using an appropriate form of contract between the consultant and the department. The schedules to the contract, including the scope, remuneration and responsibilities, will be prepared once the research consultant submits their proposal.

The research contract will be managed by the Strategic Communication Team within the NCCC.

CONTACT

The NCCC contact for this project is:

Trish Johnston

Email trish.johnston@pmc.gov.au

S22

From: [Phillips, Heike](#)
To: [Jim Reed](#)
Cc: [Johnston, Trish](#)
Subject: RE: Resolve - COVID-19 Research Proposal [SEC=OFFICIAL:Sensitive]
Date: Tuesday, 7 April 2020 6:26:39 PM
Attachments: s22 [REDACTED]

OFFICIAL:Sensitive

Dear Jim
Please find attached the counter-signed contract.
We look forward to working with you on this important research.
Kind regards
Heike

[Heike Phillips](#) | National COVID-19 Coordination Commission | S22 [REDACTED]

From: Jim Reed
Sent: Tuesday, 7 April 2020 3:59 PM
To: Phillips, Heike
Cc: Johnston, Trish
Subject: RE: Resolve - COVID-19 Research Proposal [SEC=OFFICIAL:Sensitive]
Importance: High

Heike,
Thank you for this and the call clarifying the payment timeline. s47C, s47E(d), s47G [REDACTED]

s47E(d), s47G [REDACTED]

There is no problem with your timelines – s47C, s47E(d) [REDACTED] – and given the nature of this project
please consider me 'on call' for the duration.
I look forward to working with you and Trish on this one.
Regards, Jim.

Jim Reed

Founder, Resolve



S47F [REDACTED]

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From: Phillips, Heike <Heike.Phillips2@pmc.gov.au>
Sent: Tuesday, 7 April 2020 2:55 PM
To: Jim Reed s47F
Cc: Johnston, Trish <Trish.Johnston@pmc.gov.au>
Subject: RE: Resolve - COVID-19 Research Proposal [SEC=OFFICIAL:Sensitive]

OFFICIAL:Sensitive

Dear Jim

The Commission is pleased to extend an offer to Resolve Strategic to conduct research into the behavioural responses to the economic and social effects of the COVID-19 pandemic. Should you accept this offer, please find attached a Commonwealth Contract for Services, including Statement of Work, for your review and signature.

s47C, s47E(d), s47G

Please give me a call if you have any questions on the contract, else please sign and scan it and send back to me, for our countersignature.

Kind regards

Heike

Heike Phillips

National COVID-19 Coordination Commission
Department of the Prime Minister and Cabinet

T: s22 Mobile S22

From: Jim Reed s47F
Sent: Saturday, 4 April 2020 10:21 AM
To: Johnston, Trish <Trish.Johnston@pmc.gov.au>; Phillips, Heike <Heike.Phillips2@pmc.gov.au>
Subject: Resolve - COVID-19 Research Proposal
Importance: High

Trish & Heike,

Thanks again for considering Resolve for this important NCCC study.

I attach here a draft proposal, which I would be happy to discuss with you and revise accordingly. I hope that I have also covered off on all submission specifications – font, exec summary, length, referees, etc. – but just let me know if the document requires change too.

s47C, s47E(d), s47G

s47C, s47E(d), s47G

I look forward to hearing from you. s47C, s47E(d)

Regards, Jim.

Jim Reed

Founder, Resolve



s47F

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