



TAX INVOICE

Department of the Prime Minister & Cabinet
 1 National Circuit
 BARTON ACT 2600
 AU
 ABN: 18108001191

Invoice Date
 8 Oct 2024

Invoice Number
 T241008154937

Reference
 CD012414

ABN
 72 621 754 096

Delivery Address
 1 National Circuit
 BARTON ACT 2600
 AU

Askable Pty Ltd
 Level 1 South,
 Heritage Building
 61 Petrie Terrace
 BRISBANE QLD 4000
 AUSTRALIA
 accounts@askable.com

Description	Quantity	Unit Price	GST	Amount AUD
Attention: s 22(1)(a)(ii) @pmc.gov.au				
Prepaid Credits - Team "PM&C - Cyber Tagging"				
Discount coupon code: 6704acff2c0b6d0266733e65				
TOTAL AUD				22,814.00

s 47G(1)(a)

Due Date: 30 Nov 2024

Australian Invoices please Pay via Bank transfer to:

· s 47G(1)(a)

· Reference: Invoice No.
 · remittances to accounts@askable.com

Overseas Invoices please Pay via Bank transfer to:

· s 47G(1)(a)

· Reference: Invoice No.
 · remittances to accounts@askable.com

OR

- 2. Credit/Debit Card or Paypal using the "Pay Now" button.
- OR
- 3. Via SAP Ariba- (Ariba Network ID: AN01391889760)



[View and pay online now](#)

Commonwealth Contract – Services



Australian Government

Commonwealth Contract – Services

Reference ID: CD012414

Customer

Customer Name: Department of the Prime Minister and Cabinet
Customer ABN: 18 108 001 191
Address: 1 National Circuit, Barton ACT 2600
Barton ACT 2600

Supplier

Full Name of the Legal Entity: ASKABLE PTY LTD
Supplier ABN: 72 621 754 096
Supplier ACN: 621 754 096
Address: 1/61 Petrie Terrace
Brisbane QLD 4000

Commonwealth Contract – 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 it is terminated earlier.

Event	Details
Contract Start Date:	Tuesday, 8 October 2024
Contract Term:	This Contract will remain in force for a period of 4 months.
Contract Extension Option:	The Contract Term will not be extended.

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C.A.2 The Requirement

The Behavioural Economics Team of the Australian Government (BETA) is procuring the Supplier to provide participants for its research into how a cyber-security label may support consumers to be more informed about purchases of smart devices.

The supplier will provide 20 participants for a series of online interviews, and a further sample of 1000 Australian residents to complete an online survey. Survey respondents cannot also participate in the online interviews. The Supplier will not be required to design, code or conduct analysis of results of the online survey, nor be expected to design, facilitate, analyse or report on the online interviews.

There is a maximum of 2 weeks available for survey data collection - with a preference that the full quant sample is delivered within 10 days (between 10/10 and 19/10). The online interviews will be conducted by the project team, with BETA providing the available interview time slots to the Supplier for distribution to participants. The interviews will likely take place between 21/10 and 01/11 (TBC) and will have a duration of 45 minutes.

Online Survey Recruitment

The respondent sample of 1000 participants will include the following characteristics:

- Aged between 18-69 years old.
 - 30% being between the ages of 18-29
 - 40% being between the ages of 30-49
 - 30% being between the ages of 50-69
- Approximately 50% having purchased a smart device in the last 12 months.
- Approximately 50% intending to purchase a smart device in the next 12 months.
- Approximately even split between male and females
- With a blend of locations and employment statuses and a proportional sample of Australia's population of First Nations and remote people.
 - At least 38/1000 participants who identify as First Nations; and
 - At least 20/1000 participants who are remote.

Sample Management

The Supplier will be responsible for managing the participant recruitment, selecting successful participants and passing of them into the online survey space, and reimbursing participants at completion of the survey.

Online Interview Recruitment

The Supplier will recruit 20 Australian residents from their participant panel for the one-on-one interviews. The recruited participants for this portion will not have completed the online survey. A representative sample of 20 participants will include the following characteristics:

- Aged between 18-69 years old.
 - 30% being between the ages of 18-29.
 - 40% being between the ages of 30-49.
 - 30% being between the ages of 50-69.
- Approximately 50% having purchased a smart device in the last 12 months.
- Approximately 50% intending to purchase a smart device in the next 12 months.
- Approximately even split between male and females
- With a blend of locations and employment statuses and a proportional sample of Australia's population of First Nations and remote people.

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- At least 1 participant who identifies as First Nations; and
- At least 1 participant who is remote.

The supplier will recruit a standby list of 6 participants to protect against disruption to the research caused by dropouts or no-shows.

Sample Management

The Supplier will be responsible for managing the participant recruitment, selecting successful participants and booking interview slots, and reimbursing participants at completion of the interview.

Exclusions and Screening

Participants must be over the age of 18 for both the online survey and online interviews. Individuals who are without access to the internet to join an online Microsoft Teams meeting or complete an online survey are excluded for both research activities. No more than 5 individuals who are currently employed in computer science, IT or cyber security may be included in the online interview sample.

Smart devices for the purposes of our research do not include phones, computers or laptops. Those who have not made a smart device purchase or intend to make a smart device purchase as outlined above do not meet the eligibility criteria for our research.

C.A.2(a) Commonwealth Supplier Code of Conduct

The Commonwealth expects its suppliers to conduct themselves with high standards of ethics such that they consistently act with integrity and accountability. The Commonwealth Supplier Code of Conduct (Code) outlines the Commonwealth's minimum expectations of suppliers and their subcontractors while under contract with the Commonwealth.

The Supplier must comply with Commonwealth Contract Terms [Clause C.C.23], which creates a number of obligations in connection with the Code. Without limiting the requirements in Commonwealth Contract Terms [Clause C.C.23.2b], during the term of the Contract, the Supplier must provide the information specified below (if any) to the Customer in connection with its compliance with the Code:

Further information on the Code can be found at:

<https://www.finance.gov.au/government/procurement/commonwealth-supplier-code-conduct>.

C.A.2(b) Standards

The Supplier must ensure that any goods and services provided under this Contract comply with all applicable Australian standards and any Australian and international standards specified in this Statement of Work. The Supplier must ensure that it obtains copies of all relevant certifications and maintains records evidencing its compliance with those standards. If requested by the Customer, the Supplier must enable the Customer, or an independent assessor, to conduct periodic audits to confirm compliance with those standards.

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>.

C.A.2(c) Security Requirements

None Specified

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

Reference ID: RD008372

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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 (WHS) 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. For all issues assigned to the Supplier, the Supplier will provide the Customer with a WHS plan for approval and no work will commence until the plan is approved unless agreed in writing by the Customer.

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

C.A.2(e) 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*].

Milestone Description	Contact for Delivery	Delivery Location/Email	Due Date
Launch of survey	s 22(1)(a)(ii)	Online	10/10/2024
Data collection completed and data quality check		Online	19/10/2024
Recruitment of interview participant sample		Online	18/10/2024

C.A.2(f) Meetings

The Supplier is required to attend meetings as follows:

Meeting Type	Position Required	Frequency	Mode	Location
Kick-off meeting	As determined by supplier	Once on commencement	Video conference	MS teams
Progress meetings	As determined by supplier	As required	Video conference	MS teams

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

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

C.A.2(h) Customer Material

The Customer will not provide any material.

C.A.2(i) Conflicts of Interest

The Supplier has declared that it has no Conflicts of Interest relevant to the performance of its obligations under this Contract.

C.A.2(j) Public Interest Disclosure

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For information about how to make a Public Interest Disclosure, please refer to the information provided on the Customer's website: <https://www.pmc.gov.au/>.

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

Name/Position:	Authorised officer
Email Address:	publicinterestdisclosure@pmc.gov.au.
Telephone:	s 47E(d)

C.A.2(k) Complaints Handling

For information about how to make a complaint, please refer to the information provided on the Customer's website: .

Any complaints relating to this procurement should be referred to:

Name/Position:	Complaints officer
Email Address:	s 47E(d)

If your issue is not resolved refer <https://www.finance.gov.au/business/procurement/complaints-handling-charter-complaints> for more information relating to complaints.

Commonwealth Contract – Services**C.A.3 Contract Price**

The maximum Contract Price inclusive of GST and all taxes and charges will not exceed **\$22,814.00** as set out below.

Fixed Price (including all expenses)

Due Date	Milestone Description	Total Price GST Exclusive	GST Component	Total Price GST Inclusive
18/10/2024	1000 person 7-10 minute survey	s 47G(1)(a)		
21/10/2024	20 Person 45 minute interview			

Total Fixed Price for Services \$22,814.00 GST Inclusive

C.A.3(a) Payment Schedule

The Total Fixed Fees and Charges will be made as a single payment on completion of both contracted deliverables.

Commonwealth Contract – Services**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: BETA EL1 Adviser
 Currently: s 22(1)(a)(ii)
 Telephone:
 Mobile:
 Email Address: s 22(1)(a)(ii) @pmc.gov.au
 Postal Address: 1 National Circuit, Barton, ACT, 2600

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

Addressee Name/Position Title: s 22(1)(a)(ii)
 Telephone:
 Peppol ID: 0151:18108001191
 Email Address: s 22(1)(a)(ii) @pmc.gov.au
 Postal Address: 1 National Circuit, Barton, ACT, 2600

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

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

Name: s 47F
 Position Title: Head of Government
 Telephone: s 47F
 Mobile:
 Email Address:
 Postal Address: 1/61 Petrie Terrace

 Brisbane QLD 4000

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

Name: s 47F
 Position Title: Head of Government
 Email Address: s 47F
 Postal Address: 1/61 Petrie Terrace

 Brisbane QLD 4000

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

Position/Role	Name	Current Security Clearance Level	Percentage of Total Project Time
Head of Government	S 47F	N/A	20%
Head of Customer Success		N/A	40%
Customer Success Manager		N/A	40%

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

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

The Supplier grants to the Customer:

- a) a non-exclusive, irrevocable, royalty-free, perpetual, world-wide licence to exercise the Intellectual Property Rights in the Material provided under this Contract for any purpose and
- b) a right to sub-licence the rights in (a) above to third parties, including to the public under an open access or Creative Commons 'BY' licence.

The licence excludes the right of commercial exploitation by the Customer.

The Supplier warrants that it is entitled to grant this licence to the Customer; and that the provision of the Goods and/or Services and any Material by the Supplier under this Contract, and its use by the Customer, in accordance with this Contract, will not infringe any third party's Intellectual Property Rights and Moral Rights.

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

The Customer agrees that the following information meets the Commonwealth's confidentiality guidelines and agrees to treat the information as confidential unless required by law to disclose the information. The Customer retains the right to disclose any other information contained in this Contract.

Information to be kept confidential
The Potential Supplier has assessed that the commercial information in the table below meets the requirements available at https://www.finance.gov.au/government/procurement/buying-australian-government/additional-reporting-confidentiality and is seeking that information be kept confidential. The supplier does not indicate any information that is to be kept confidential.

C.B.3 Payment Terms

Where the Customer and the Supplier both have the capability to deliver and receive eInvoices through the Peppol framework and have agreed to use eInvoicing, following receipt of a Correctly Rendered Invoice, including acceptance of the Goods and/or Services by the Customer, 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 following receipt of a Correctly Rendered Invoice, including acceptance of the Goods and/or Services by the Customer, 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.

Where 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

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payment, calculated using the General Interest Charge Rate as published on the Australian Taxation Office website [https://www.ato.gov.au/Rates/General-interest-charge-\(GIC\)-rates/](https://www.ato.gov.au/Rates/General-interest-charge-(GIC)-rates/).

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C.C.1 Background

- 1.1 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 Requirement.
- 1.2 Some terms used in these Commonwealth Contract Terms have been given a special meaning. Their meanings are set out in the Commonwealth Contracting Suite (CCS) Glossary and Interpretation or in the Contract.

C.C.2 Relationship of the Parties

- 2.1 By virtue of this Contract, neither Party is the employee, agent, officer or partner of the other Party nor authorised to bind or represent the other Party.
- 2.2 Each Party must ensure that its officers, employees, agents or Subcontractors do not represent themselves as being an officer, employee, partner or agent of the other Party.
- 2.3 In all dealings related to the Contract, the Parties agree to:
 - a) communicate openly with each other and cooperate in achieving the contractual objectives
 - b) act honestly and ethically
 - c) comply with reasonable commercial standards of fair conduct
 - 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 Conflicts of Interest

- 3.1 The Supplier warrants that, other than as previously declared in writing to the Customer at the commencement of the Contract, no Conflicts of Interest exist, relevant to the performance by the Supplier of its obligations under the Contract.
- 3.2 At any time during the term of the Contract, the Customer may require the Supplier to execute a Conflicts of Interest declaration in the form specified by the Customer.
- 3.3 As soon as the Supplier becomes aware that a Conflict of Interest has arisen, or is likely to arise during the term of the Contract, the Supplier will:
 - a) immediately report it to the Customer
 - b) provide the Customer with a written report setting out all relevant information within three (3) Business Days, and
 - c) comply with any reasonable requirements notified by the Customer relating to the Conflict of Interest.
- 3.4 If the Supplier fails to notify the Customer as set out in this clause or does not comply with the

Customer's reasonable requirements to resolve or manage Conflicts of Interest, the Customer may terminate or reduce the scope of the Contract in accordance with C.C.16 [Termination for Cause].

C.C.4 Precedence of Documents

- 4.1 The Contract is comprised of:
 - a) Additional Contract Terms (if any)
 - b) if the Contract is issued under a DoSO, the Contract Details Schedule
 - c) Statement of Work
 - d) Commonwealth Contract Terms
 - e) CCS Glossary and Interpretation, and
 - f) additional Contract annexes (if any), unless otherwise agreed in writing between the Parties.
- 4.2 If there is ambiguity or inconsistency between documents comprising the Contract, the document appearing higher in the list will have precedence to the extent of the ambiguity or inconsistency.
- 4.3 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

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

C.C.6 Entire Agreement

- 6.1 The Contract represents the Parties' entire agreement in relation to the subject matter, at the time this Contract was executed.
- 6.2 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 or the RFQ as relevant remain correct.
- 6.3 Any agreement or understanding to vary or extend the Contract will not be legally binding upon either Party unless in writing and agreed by both Parties.
- 6.4 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

- 7.1 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], and C.C.21 [Compliance with Law and Policy], survive termination or expiry of the Contract.

C.C.8 Notices

- 8.1 A Notice is deemed to be delivered:
 - a) if delivered by hand - on delivery to the relevant address
 - b) if sent by registered post - on delivery to the relevant address, or
 - c) if transmitted by email or other electronic means when it becomes capable of being retrieved by the addressee at the relevant email or other electronic address.
- 8.2 A Notice received after 5:00 pm, or on a day that is not a working day in the place of receipt, is

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deemed to be delivered on the next working day in that place.

C.C.9 Assignment

- 9.1 The Supplier must 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.
- 9.2 To decline consent, the Customer must provide a Notice to the Supplier, setting out its reasons, within twenty (20) Business Days, or such other time as agreed between the Parties, of receiving the Notice seeking consent. Otherwise, the Customer is taken to have consented.

C.C.10 Subcontracting

- 10.1 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.
- 10.2 The Supplier must ensure that Subcontractors specified in the Contract (if any) perform that part of the Services specified in the Contract. The Supplier must not subcontract any part of its obligations under the Contract, or replace approved Subcontractors, without prior written consent of the Customer. The Customer's written consent will not be unreasonably withheld.
- 10.3 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.
- 10.4 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.
- 10.5 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

- 11.1 The Supplier must provide the Goods and/or Services as specified in the Contract and meet any requirements and standard specified in the Contract.
- 11.2 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 Contract and advise the Customer when it will be able to do so.
- 11.3 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 Contract.

- 11.4 The Customer may reject the Goods and/or Services within ten (10) Business Days after delivery or such longer period specified in the Contract ("Acceptance Period"), if the Goods and/or Services do not comply with the requirements of the Contract.
- 11.5 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).
- 11.6 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.
- 11.7 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

- 12.1 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.
- 12.2 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.
- 12.3 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

- 13.1 The Supplier must ensure that the Specified Personnel set out in the Contract (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.
- 13.2 At the Customer's reasonable request, the Supplier, at no additional cost to the Customer, must as soon as reasonably practicable replace

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- 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.
- 13.3 Any Specified Personnel must be replaced with personnel that are acceptable to the Customer.
- C.C.14 Liability of the Supplier**
- 14.1 The Supplier will indemnify the Customer for any damage claim, cost or loss resulting from any negligent or wilful breach of its obligations or representations under the Contract by the Supplier or its officers, employees, agents or Subcontractors.
- 14.2 The Supplier's obligation to indemnify the Customer will reduce proportionally to the extent that the Customer has contributed to the claim, cost or loss.
- 14.3 Where the Supplier is a member of a scheme operating under Schedule 4 of the *Civil Law (Wrongs) Act 2002 (ACT)*, or any corresponding Commonwealth, State, Territory or legislation that limits civil liability arising from the performance of their professional services, and where that scheme applies to the Goods and/or Services delivered under the Contract, the Supplier's liability under this clause shall not exceed the maximum amount specified by that scheme or legislation.
- 14.4 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**
- 15.1 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.
- 15.2 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.
- 15.3 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.
- 15.4 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 C.C.11 [Delivery and
- Acceptance] and the Contract before the effective date of termination or reduction.
- 15.5 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.
- 15.6 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**
- 16.1 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 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)*.
- 16.2 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**
- 17.1 If the Supplier is required to submit an invoice to trigger payment, the invoice must be a Correctly Rendered Invoice.
- 17.2 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.

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- 17.3 Payment of any invoice is payment on account only, and does not substantiate performance of the Contract.
- 17.4 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**
- 18.1 For any dispute arising under the Contract both the Supplier and the Customer agree to comply with (a) to (e) of this clause sequentially:
- both Contract Managers will try to settle the dispute by direct negotiation
 - if unresolved within five (5) Business Days, 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. The date the dispute Notice is issued will be the date of the Notice (“Notice Date”)
 - if the proposed solution is not accepted by the other Contract Manager within five (5) Business Days of the Notice Date, 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
 - falling settlement within twenty (20) Business Days of the Notice Date, 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 thirty (30) Business Days of the Notice Date or such other period as agreed by the Parties, and
 - If the dispute is not resolved within sixty (60) Business Days of the Notice Date, either the Supplier or the Customer may commence legal proceedings or, by agreement, continue the mediation process for a period agreed by the Parties.
- 18.2 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.
- 18.3 The Supplier and the Customer will each bear their own costs for dispute resolution. The Customer will bear the costs of a mediator.
- 18.4 Despite the existence of a dispute, the Supplier will continue their performance under the Contract unless requested in writing by the Customer not to do so.
- 18.5 This procedure for dispute resolution does not apply to action relating to C.C.16 [Termination for Cause] or to legal proceedings for urgent interlocutory relief.
- C.C.19 Transition In**
- 19.1 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**
- 20.1 If the Contract expires or is terminated under 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 Law and Policy**
- 21.1 The Supplier must comply with, and ensure its officers, employees, agents and Subcontractors comply with all laws applicable to the performance of this Contract and warrants that it will not cause the Customer to breach any laws.
- 21.2 The Supplier must comply with, and ensure its officers, employees, agents and Subcontractors comply with any Commonwealth policies relevant to the Goods and/or Services.
- 21.3 The Supplier agrees to provide such reports and other information regarding compliance with applicable law and Commonwealth policy as reasonably requested by the Customer or as otherwise required by applicable law or policy.
- 21.4 If the Supplier becomes aware of any actual or suspected breach of the requirements set out in 21.A to 21.J below, or any other applicable law or Commonwealth policy, it must:
- immediately report it to the Customer and provide a written report on the matter within three (3) Business Days unless otherwise set out in these Terms, and
 - comply with any reasonable directions by the Customer in relation to any investigation or further reporting of the actual or suspected breach.
- 21.A Access to Supplier’s Premises and Records**
- A.1 The Supplier must maintain and ensure its Subcontractors maintain proper business and accounting records relating to the supply of the Goods and/or Services and performance of the Contract.
- A.2 The Supplier agrees to provide to the Customer, or its nominee, access to the Supplier’s or its Subcontractor’s premises, personnel, computer systems, 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 in connection with a request made under the *Freedom of Information Act 1982* (Cth) or an audit or review by the Australian National Audit Office.
- A.3 Unless the access is required for an urgent purpose, the Customer will provide reasonable prior notice to the Supplier.
- A.4 If requested by the Supplier, the Customer will reimburse the Supplier’s substantiated reasonable

Commonwealth Contract – Services

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- cost for complying with the Customer's request, unless the access is required for the purpose of a criminal investigation into the Supplier, its officers, employees, agents or Subcontractors.
- A.5 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.
- 21.B Privacy Act 1988 (Cth) Requirements**
- B.1 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.
- 21.C Notifiable Data Breaches**
- C.1 If the Supplier suspects that there may have been an Eligible Data Breach in relation to any Personal Information held by the Supplier as a result of the Contract, the Supplier must:
- a) immediately report it to the Customer and provide a written report within three (3) Business Days, and
 - b) carry out an assessment in accordance with the requirements of the *Privacy Act 1988* (Cth).
- C.2 Where the Supplier is aware that there has been an Eligible Data Breach in relation to the Contract, the Supplier must:
- c) take all reasonable action to mitigate the risk of the Eligible Data Breach causing serious harm to any individual to whom the Personal Information relates
 - d) take all other action necessary to comply with the requirements of the *Privacy Act 1988* (Cth), and
 - e) take any other action as reasonably directed by the Customer.
- 21.D Personal Information**
- D.1 The Supplier agrees to provide the Customer, or its nominee, relevant information (including personal information) relating to the Supplier, its officers, employees, agents or Subcontractors, for the purposes of preventing, detecting, investigating or dealing with a fraud or security incident relating to a Contract.
- D.2 When providing personal information of a natural person under this clause, the Supplier warrants it will have obtained the consent of or provided reasonable notification to the person in accordance with the *Privacy Act 1988* (Cth).
- D.3 Nothing in these clauses limits or derogates from the Supplier's obligations under the *Privacy Act 1988* (Cth).
- 21.E Confidential Information**
- E.1 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.
- E.2 This obligation will not be breached where:
- a) the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation), or
 - b) the Supplier is required by law, an order of the court or a stock exchange to disclose the relevant information, but any such request must be reported by Notice to the Customer without delay and the text of the disclosure provided in writing to the Customer as soon as practicable.
- E.3 The Customer may at any time require the Supplier to arrange for its officers, employees, agents or Subcontractors to give a written undertaking relating to nondisclosure of the Customer's Confidential Information in a form acceptable to the Customer.
- E.4 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.
- E.5 The Customer will not be in breach of any confidentiality agreement if the Customer discloses the information for the purposes of managing the Contract or if it is required to disclose the information by law, a Minister or a House or Committee of Parliament, or for accountability or reporting purposes.
- 21.F Security and Safety**
- F.1 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.
- F.2 If directed by the Customer, the Supplier and its officers, employees, agents and Subcontractors are required to undertake a security briefing prior to being able to work inside a Commonwealth office, area or facility.
- F.3 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.
- F.4 The Supplier acknowledges that unauthorised disclosure of security-classified information is an offence. Legislation (including 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.

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21.G Criminal Code

- G.1 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).
- G.2 The Supplier must ensure that its officers, employees, agents and Subcontractors engaged in connection with the Contract are aware of the information contained in this clause.

21.H Fraud

- H.1 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.
- H.2 If an investigation finds that the Supplier or its officers, employees, agents or Subcontractors have committed Fraud, or the Supplier has failed to take reasonable steps to prevent Fraud, the Supplier must reimburse or compensate the Customer in full.

21.I Taxation

- I.1 The Supplier agrees to comply, and to require its subcontractors to comply, with all applicable laws relating to taxation.

21.J Public Interest Disclosure

- J.1 The Supplier must familiarise itself with the *Public Interest Disclosure Act 2013* (Cth) and acknowledges that public officials, including service providers and their Subcontractors under a Commonwealth contract, who suspect wrongdoing within the Commonwealth public sector may raise their concerns under the *Public Interest Disclosure Act 2013* (Cth).
- J.2 Information for disclosers is available at <https://www.ombudsman.gov.au/Our-responsibilities/making-a-disclosure>.

21.K National Anti-Corruption Commission Act 2022 (Cth) Requirements

- K.1 The Supplier acknowledges that in providing the Goods and/or Services to the Customer under the Contract, it is a contracted service provider for the purposes of the *National Anti-Corruption Commission Act 2022* (Cth) (NACC Act).
- K.2 The Supplier must comply with any reasonable request, policy or direction issued by the Customer and otherwise cooperate with the Customer in relation to any action taken by the Customer required or authorised by the NACC Act.

C.C.22 Notification of Significant Events

- 22.1 The Supplier must immediately issue the Customer a Notice on becoming aware of a Significant Event.
- 22.2 The Notice issued under clause 22.1 must provide a summary of the Significant Event, including the date that it occurred and whether any Specified Personnel or other personnel engaged in connection with the Goods and/or Services were involved.
- 22.3 The Customer may notify the Supplier in writing that an event is to be considered a Significant Event for the purposes of this clause, and where

this occurs the Supplier must issue a Notice under clause 22.1 in relation to the event within three (3) Business Days of being notified by the Customer.

- 22.4 Where reasonably requested by the Customer, the Supplier must provide the Customer with any additional information regarding the Significant Event within three (3) Business Days of the request.

- 22.5 If requested by the Customer, the Supplier must prepare a draft remediation plan and submit that draft plan to the Customer's Contract Manager for approval within ten (10) Business Days of the request.

- 22.6 A draft remediation plan prepared by the Supplier under clause 22.5 must include the following information:

- a) how the Supplier will address the Significant Event in the context of the Goods and/or Services, including confirmation that the implementation of the remediation plan will not in any way impact on the delivery of the Goods and/or Services or compliance by the Supplier with its other obligations under the Contract, and
- b) how the Supplier will ensure events similar to the Significant Event do not occur again, and
- c) any other matter reasonably requested by the Customer.

- 22.7 The Customer will review the draft remediation plan and either approve the draft remediation plan or provide the Supplier with the details of any changes that are required. The Supplier must make any changes to the draft remediation plan reasonably requested by the Customer and resubmit the draft remediation plan to the Customer for approval within three (3) Business Days of the request unless a different timeframe is agreed in writing by the Customer. This clause 22.7 will apply to any resubmitted draft remediation plan.

- 22.8 Without limiting its other obligations under the Contract, the Supplier must comply with the remediation plan as approved by the Customer. The Supplier agrees to provide reports and other information about the Supplier's progress in implementing the remediation plan as reasonably requested by the Customer.

- 22.9 A failure by the Supplier to comply with its obligations under this clause C.C.22 will be a material breach of the Contract. The Customer's rights under this clause C.C.22 are in addition to and do not otherwise limit any other rights the Customer may have under the Contract. The performance by the Supplier of its obligations under this clause C.C.22 will be at no additional cost to the Customer.

C.C.23 Compliance with the Commonwealth Supplier Code of Conduct

- 23.1 The Supplier must comply with, and ensure that its officers, employees, agents and Subcontractors comply with, the Code in connection with the performance of this Contract.
- 23.2 The Supplier must:

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- a) periodically monitor and assess its, and its officers', employees', and agents' compliance with the Code; and
 - b) on request from the Customer, promptly provide information regarding:
 - i. the policies, frameworks or systems it has established to monitor and assess compliance with the Code; and
 - ii. the Supplier's compliance with clause 23.1.
- 23.3 The Supplier must immediately issue the Customer a Notice on becoming aware of any breach of clause 23.1. The Notice must include a summary of the breach, the date that the breach occurred, and details of the personnel involved.
- 23.4 Where the Customer identifies a possible breach of clause 23.1, it may issue the Supplier a Notice, and the Supplier must, within three (3) Business Days of receiving the Notice, either:
- a) where the Supplier considers a breach has not occurred: advise the Customer that there has not been a breach and provide information supporting that determination; or
 - b) where the Supplier considers that a breach has occurred: issue a Notice under clause 23.3 and otherwise comply with its obligations under this clause C.C.23.
- 23.5 Notwithstanding clause 23.4, a Customer may notify the Supplier in writing that it considers that the Supplier has breached clause 23.1, in which case the Supplier must issue a Notice under clause 23.3 and otherwise comply with its obligations under this clause C.C.23.
- 23.6 A failure by the Supplier to comply with its obligations under any part of this clause will be a material breach of the Contract.
- 23.7 Nothing in this clause or the Code limits, reduces or derogates from the Supplier's other obligations under the Contract. The Customer's rights under this clause are in addition to and do not otherwise limit any other rights the Customer may have under the Contract. The performance by the Supplier of its obligations under this clause will be at no additional cost to the Customer.
- 23.8 The Supplier agrees that the Customer or any other Commonwealth agency may take into account the Supplier's compliance with the Code in any future approach to market or procurement process.



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Commonwealth Contract – Services

Commonwealth Contracting Suite Glossary and Interpretation

Glossary

In the Commonwealth Contracting Suite (CCS):

"Additional Contract Terms" means the terms and conditions set out in the section of the Approach to Market, RFQ or the Contract as relevant with the heading 'Additional Contract Terms'.

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

"Approach to Market" or **"ATM"** means the notice inviting Potential Suppliers to participate in the relevant procurement.

"Business Days" means a day that is not a Saturday, a Sunday or a public holiday or bank holiday in the place concerned, as defined by the *Corporations Act 2001* (Cth), and also excludes the period between Christmas Day and New Year's Day.

"Closing Time" means the closing time and date as specified in the Approach to Market.

"Commonwealth Contracting Suite" or **"CCS"** means the suite of proprietary documents developed for Commonwealth procurements.

"Commonwealth Procurement Rules" means the legislative instrument issued by the Finance Minister under section 105B of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which establishes the framework under which entities govern and undertake their own procurement.

"Commonwealth Supplier Code of Conduct" or **"Code"** means the Commonwealth Supplier Code of Conduct, as published on 1 July 2024, as updated from time to time.

"Confidential Information" means any information that any Party does not wish to be shared outside those involved in the Contract or Standing Offer Arrangement. It can include anything that has been acquired, developed or made available to any of the Parties in the course of the relationship between the Parties. It includes, but is not limited to, information:

- a) specifically identified as confidential in the Contract or DoSO
- b) where disclosure would cause unreasonable detriment to the owner of the information or another party, or
- c) where the information was provided under an understanding that it would remain confidential.

"Conflicts of Interest" means any real or apparent situation where the personal interests of the Supplier, its officers, employees, agents or Subcontractors could improperly influence the Supplier's performance of the Contract or DoSO as relevant.

"Contract" means the documents (specified in the Commonwealth Contract Terms or the Commonwealth Purchase Order Terms as relevant) as executed or amended from time to time by agreement in writing between the Supplier and the Customer.

"Contract Details Schedule" means the section in a Contract issued under the DoSO with the heading 'Contract Details Schedule'.

"Contract Manager" means the 'Contract Manager' for the Customer or Supplier representative (as relevant) specified in the Contract.

"Contract Price" means the maximum 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 includes any purchase order number or other Customer reference advised by the Customer's Contract Manager and the name and specified contact details of the Customer's Contract Manager
- b) relates only to the Goods and/or Services that have been accepted by the Customer in accordance with the Contract or a payment or milestone schedule identified in the Contract
- c) is correctly calculated and charged in accordance with the Contract
- d) is for an amount which, together with 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 the party specified in the Contract as the Customer.

"Deed of Standing Offer" or **"DoSO"** means the documents (specified in the Commonwealth DoSO Terms) as executed or amended by agreement in writing between the Lead Customer and the Supplier.

Commonwealth Contract – Services

Commonwealth Contracting Suite Glossary and Interpretation

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

“DoSO Manager” means the ‘DoSO Manager’ for the Lead Customer or Supplier representative (as relevant) specified in the DoSO.

“Electronic invoicing” or **“eInvoicing”** means the automated exchange of invoices directly between the Customer and Supplier’s software or financial systems via the Peppol network, as long as both Parties are Peppol eInvoicing enabled.

“Eligible Data Breach” means an ‘Eligible Data Breach’ as defined in the *Privacy Act 1988* (Cth).

“End Date” means the date specified in the Contract or DoSO (as relevant) on which the agreement ceases.

“Fraud” means dishonestly obtaining a benefit from the Commonwealth or causing a loss to the Commonwealth by deception or other means and includes alleged, attempted, suspected or detected fraud.

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

“Goods and/or Services” means:

- a) the Goods and/or Services and any Material, and
- b) all such incidental Goods and/or Services that are reasonably required to achieve the Requirement of the Customer,

as specified in the Contract and, where relevant, offered under a Standing Offer Arrangement.

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

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

“Indigenous Procurement Policy” means the procurement connected policy as described at the National Indigenous Australians Agency website <https://www.niaa.gov.au/resource-centre/indigenous-affairs/indigenous-procurement-policy>.

“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, databases, circuit layouts, patents, inventions, discoveries, know-how, trade secrets and confidential information, but excluding Moral Rights.

“Lead Customer” means the party specified in the DoSO as the Lead Customer.

“Material” means any material used or 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 or DoSO (as relevant) in writing, from one Contract or DoSO Manager to the other Contract or DoSO Manager (as the case may be), at the postal address, or email address, or facsimile number set out in the Contract or DoSO or as notified by the relevant Party.

“Peppol” means the Pan-European Public Procurement On-Line framework as described at the Australian Taxation Office website <https://softwaredevelopers.ato.gov.au/eInvoicing>.

“Party” or **“Parties”** means (as relevant) the Customer and Supplier specified in the Contract or the Lead Customer and Supplier specified in the DoSO.

“Personal Information” means information relating to a natural person as defined in the *Privacy Act 1988* (Cth).

“Potential Customer” means an Australian Government entity that is identified within the DoSO as being able to use the Standing Offer Arrangement.

“Potential Supplier” means any entity who is eligible to respond to an ATM.

“Pricing Schedule” means a schedule of maximum pricing rates that a Supplier can offer in an RFQ for Goods and/or Services as set out in the DoSO.

“Public Interest Certificate” means a certificate issued under section 22 of the *Government Procurement (Judicial Review) Act 2018* (Cth).

“Referenced Material” means any materials referenced in the ATM, including but not limited to, reports, plans, drawings or samples.

“Request for Quote” or **“RFQ”** means any notice inviting quotations to provide specific Goods and/or Services under the DoSO.

Commonwealth Contract – Services

Commonwealth Contracting Suite Glossary and Interpretation

“Required Capabilities” means:

- a) in the DoSO ATM, the description of the Lead Customer’s required Goods and/or Services. These may be categorised into several descriptions of Required Capabilities.
- b) in the DoSO, the description of the Goods and/or Services that a Supplier is approved to offer.

“Requirement” means the description of the Goods and/or Services in:

- a) for the purposes of the Commonwealth ATM Terms, the section of the Approach to Market with the heading ‘The Requirement’
- b) for the purposes of the Commonwealth Contract Terms, the section of the Contract with the heading ‘The Requirement’, or
- c) for the purposes of the Commonwealth Purchase Order Terms, the Customer’s purchase order or similar ordering document setting out the Goods and/or Services.

“Response” means information provided by a Potential Supplier or Supplier demonstrating their capacity and capability to:

- a) provide the Requirement under the ATM or Request for Quote, or
- b) meet a Required Capability under the DoSO ATM.

“Satisfactory” in relation to the Shadow Economy Policy only, means the Statement of Tax Record meets the conditions set out in Part 6.b of the Shadow Economy Policy or, if the circumstances in Part 6.c of the Shadow Economy Policy apply, the conditions set out in Part 8 of the Shadow Economy Policy.

“Shadow Economy Policy” means the *Shadow economy – increasing the integrity of government procurement: Procurement connected policy guidelines March 2019* available at <https://treasury.gov.au/publication/p2019-t369466>.

“Significant Event” means:

- a) any adverse comments or findings made by a court, commission, tribunal or other statutory or professional body regarding the conduct or performance of the Supplier or its officers, employees, agents or Subcontractors that impacts or could be reasonably perceived to impact on their professional capacity, capability, fitness or reputation, or
- b) any other significant matters, including the commencement of legal, regulatory or disciplinary action involving the Supplier or its officers, employees, agents or Subcontractors, that may adversely impact on compliance with Commonwealth policy and legislation or the Commonwealth’s reputation.

“Specified Personnel” means personnel specified in the Contract, or who are accepted by the Customer in accordance with clause C.C.13 [Specified Personnel].

“Standing Offer Arrangement” means the DoSO arrangement, any Contract that is executed under the DoSO and any other document that applies to it.

“Standing Offer Details” means the section of the DoSO with the heading ‘Standing Offer Details’.

“Statement of Requirement” means the section of the Approach to Market with the heading ‘Statement of Requirement’.

“Statement of Tax Record” means a statement of tax record issued by the Australian Taxation Office following an application made in accordance with the process set out at https://www.ato.gov.au/Business/Bus/Statement-of-tax-record/?page=1#Requesting_an_STR.

“Statement of Work” means the section or schedule of the Contract (as the case may be) with the heading ‘Statement of Work’.

“Subcontractor” means an entity contracted by the Supplier to supply some or all of the Goods and/or Services required under the Contract.

“Supplier” means a party specified in the Contract or the DoSO as the Supplier.

“Valid” in relation to the Shadow Economy Policy only, means the Statement of Tax Record is valid in accordance with Part 7.e of the Shadow Economy Policy.

Commonwealth Contract – Services

Commonwealth Contracting Suite Glossary and Interpretation

Interpretation

In the Commonwealth Contracting Suite, unless stated otherwise:

- a) if any word or phrase is given a defined meaning, any other part of speech or other grammatical form of that word or phrase has a corresponding meaning
- b) words in the singular include the plural and words in the plural include the singular
- c) the words 'including', 'such as', 'particularly' and similar expressions are not used as and are not intended to be interpreted as words of limitation
- d) a reference to dollars is a reference to Australian dollars
- e) a reference to any legislation or legislative provision includes any statutory modification, substitution or re-enactment of that legislation or legislative provision
- f) clause headings are for reference only and have no effect in limiting or extending the language of the terms to which they refer, and
- g) the following clause references used in Commonwealth Contracting Suite documents refer to that section or part of the relevant CCS document listed in the table below:

Clause Reference	Section / Part	CCS Document
AA.[x]	Statement of Requirement	CCS Approach to Market (ATM)
AB.[x]	Commonwealth Approach to Market (ATM) Terms	
AC.[x]	Additional Contract Terms	
CA.[x]	Statement of Work	Commonwealth Contract
CB.[x]	Additional Contract Terms	
CC.[x]	Commonwealth Contract Terms	<i>NOTE: Where relevant, this also forms part of a Contract formed under a DoSO.</i>
PC.[x]	Commonwealth Purchase Order Terms	Commonwealth Purchase Order Terms
DA.[x]	CCS DoSO ATM	CCS Deed of Standing Offer (DoSO)
DB.[x]	Commonwealth DoSO ATM Terms	
DC.[x]	DoSO ATM Response Form	
DD.[x]	CCS DoSO	
DD.3(x)	Additional DoSO Terms	
DE.[x]	Commonwealth DoSO Terms	
RA.[x]	Schedule 1 - Statement of Work	
RB.[x]	Schedule 2 - Additional Contract Terms	CCS DoSO RFQ and Contract
RC.[x]	Schedule 3 - Supplier's Response Form	
RD.[x]	Contract Details Schedule	

Commonwealth Contract – 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 Interpretation
- 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

Signature of delegate

s 22(1)(a)(ii) s 22(1)(a)(ii)

Name of witness (*print*)

Name of delegate (*print*)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Position of delegate (*print*)

Senior Advisor (a/g EL2)

Date:

8/10/2024

Executed by ASKABLE PTY LTD ACN 621 754 096 ABN 72 621 754 096 in accordance with Section 127 of the *Corporations Act 2001*:

Signature of director

Signature of director/~~company secretary~~
(Please delete as applicable)

s 47F

s 47F

Name of director (*print*)

Name of director/~~company secretary~~ (*print*)

s 47F

s 47F

Date:

Tuesday 8 October 2024

Commonwealth Contract – Services

☰ Multi Choice

Are you of Aboriginal, or Torres Strait Islander origin?

[Edit](#) [Duplicate](#)

[Delete](#)

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander
- No, not Aboriginal or Torres Strait Islander
- Prefer not to say

☰ Multi Choice

Could you please describe where you live?

[Edit](#) [Duplicate](#)

[Delete](#)

- Metropolitan Area
- Regional Centre
- Rural Town
- Remote Area

☰ Multi Choice

Have you purchased any of the smart devices listed below in the last 12 months? If you have purchased more than one, please select the most recent.

[Edit](#) [Duplicate](#)[Delete](#)

- Smart speakers or home hubs (e.g. Amazon Echo, Google Nest Hub)
- Smart home security systems, door locks or smoke detectors (that connect to the internet or other devices)
- Smart baby monitors, child trackers or geolocators (that connect to the internet or other devices)
- Smart appliances (e.g. ovens, robot vacuums, fridges or kettles that connect to the internet or other devices)
- Smart plugs or lights (that connect to the internet or other devices)
- Game consoles (e.g. PlayStation, Xbox)
- Smart watches or wearables (e.g. Fitbits, Apple watches)
- I have not purchased any of the smart devices listed in the past 12 months

Do you plan to purchase any smart devices listed below in the next 12 months? If yes, please select the device you intend to purchase next.

- Smart speakers or home hubs (e.g. Amazon Echo, Google Nest Hub)
- Smart home security systems, door locks or smoke detectors (that connect to the internet or other devices)
- Smart baby monitors, child trackers or geolocators (that connect to the internet or other devices)
- Smart appliances (e.g. ovens, robot vacuums, fridges or kettles that connect to the internet or other devices)
- Smart plugs or lights (that connect to the internet or other devices)
- Game consoles (e.g. PlayStation, Xbox)
- Smart watches or wearables (e.g. Fitbits, Apple watches)
- I don't plan to purchase any of the smart devices listed in the next 12 months

From: s 47F
To: s 22(1)(a)(ii)
Cc:
Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]
Date: Friday, 11 October 2024 5:09:24 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image006.png](#)
[image008.png](#)
[image010.jpg](#)
[image012.jpg](#)
[image014.jpg](#)

Hey s 22(1)(a)(ii)

Great - we're onto it. We'll do the checks now.

Cheers

On Fri, Oct 11, 2024 at 3:53 PM s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au> wrote:

OFFICIAL

s 47F e have the green light! The only caveat being, could you just do a check before launch with a test ID?

Could you please do screen out test e.g. indicate you are <18 AND complete the survey in another test?

If you share the test ID we can check the responses are captured correctly

https://youropinion.au1.qualtrics.com/jfe/form/SV_0JQFXJU0TLRFGRO

Thank you!

From: s 47F
Sent: Friday, 11 October 2024 2:28 PM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>
Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hi s 22(1)(a)(ii)

Oh brilliant, how exciting!!! That's a great result for the timeline of the recruit :)

Screeners on our platform are attached as screenshots.

Links:

Screenouts: <https://my.askable.com/booking/6708a22f4b10b602660d8f70/apply/error/ineligible?UserID={e://Field/UserID}>

Completes: <https://my.askable.com/booking/6708a22f4b10b602660d8f70?surveyCompleted=true&UserID={e://Field/UserID}>

Please send through the final Qualtrics link when you're ready to rumble!

On Fri, Oct 11, 2024 at 1:42 PM s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au> wrote:

OFFICIAL

s 47F some good news from Ethics and we are expecting an outcome very shortly. This will mean we will be ready to launch as soon as we hear back.

Are we able to launch today? We will just need to add the links once provided for those who we screen out or for those who complete!

Cheers,

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Thursday, 10 October 2024 4:34 PM
To: s 47F
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

Hey s 47F

Qualtrics preview is here [Preview - Smart devices Survey \(qualtrics.com\)](https://qualtrics.com). Let me know if you need more info!

We will screen out those that are <18 or >69 and those that indicate that they haven't purchased a device then don't intend to purchase a device.

These may duplicate some of your screening questions but we are asking for our analysis and as their response to the purchase questions will shape which questions they are asked.

If you could provide the screening questions and links for us to direct people to on completion (or those screened by age/ purchase hx etc) we will add them to qualtrics.

Cheers,

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Thursday, 10 October 2024 10:29 AM
To: s 47F
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

<s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

Perfect, I'll send through an invite!

From: s 47F
Sent: Thursday, 10 October 2024 10:27 AM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hey s 22(1)(a)(ii)

Absolutely - let's go 1:45pm?

Keen to cover off the final pieces and get things rolling :)

On Thu, Oct 10, 2024 at 10:22 AM s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au> wrote:

OFFICIAL

Hi s 47F

Thanks for all of the responses to date. Would you have a few minutes to discuss a few final details? (links for completions/those screened out, screening questions and piloting).

I have fairly good availability any time after 13:30 (QLD time).

Thank you!

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Wednesday, 9 October 2024 9:37 AM
To: s 47F
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

Morning s 47F

Weather was great over the weekend, not so much yesterday and today though.

Please see attached signed contract. Note: I've noticed the footer has the RD number in the reference ID rather than the CD number (the CD number is on the contract title page and document name though). I don't believe this is an issue but will confirm with our procurement team.

Thanks for all of the responses. If possible could we have a copy of your screener questions?

Thank you!

s 22(1)(a)(ii)

From: s 47F

Sent: Tuesday, 8 October 2024 1:28 PM

To: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hi s 22(1)(a)(ii)

I hope you had a great long weekend, how good was the weather?! Please see the attached signed copy for the delegate's countersigning.

Exciting to hear that we're getting close to launch for the survey, in response to your questions:

1) Participants within the Askable platform **are** Australian residents, so no need for the screener - unless you'd like to have it there.

2) Askable will manage the quotas according to the requirements, it's straightforward to do through our platform :)

Cheers

On Tue, Oct 8, 2024 at 9:40 AM s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au> wrote:

OFFICIAL

Good morning s 47F

Please see attached draft contract for review and approval. Let us know if you have any comments or questions before signing. Otherwise can you please return signed and we will then have the delegate sign before returning for your records.

Additionally, we are finalising our survey for a launch this week, could we confirm the following:

- Are survey participants in Askable Australian residents?

o We have a question in our screener about whether participants live in Australia but may not need it if it is required to join Askable

- Do we need manage quotas or is this something that Askable will manage?

Thank you!

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Thursday, 3 October 2024 12:25 PM
To: s 47F
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

s 47F Much appreciated!

From: s 47F
Sent: Thursday, 3 October 2024 11:47 AM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hi s 22(1)(a)(ii)

All good, please see the new declarations attached.

Cheers

On Wed, Oct 2, 2024 at 4:33 PM s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au> wrote:

OFFICIAL

Good afternoon s 47F

Apologies, I have realised I have made an error and sent the wrong COI form. If it's not too much trouble could I ask that you and the team complete the *supplier* version?

Again sorry for the rework!

s 22(1)(a)(ii)

From: s 47F
Sent: Wednesday, 2 October 2024 7:52 AM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>
Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Morning!

Please see s 47F declarations attached.

Cheers

On Tue, Oct 1, 2024 at 4:00 PM s 47F wrote:

Hey s 22(1)(a)(ii)

Great, thank you for these - I've attached mine and will follow suit with s 47F shortly.

No notes on the flow:

Survey

1. Participants will be sent engagement material - Confirmed
2. Participants will complete the Askable screener
3. If they pass the screener they will receive the BETA info/consent form at the front of the qualtrics activity
4. Upon hitting 'consent' they will proceed to our survey
5. Once complete they will be reimbursed by Askable

Interview:

1. Participants will be sent engagement material - Confirmed
2. Participants will be screened and invited to the interview (the BETA consent form to be provided here)
3. Participants that accept will be given an interview time as provided by BETA to Askable
4. Once complete they will be reimbursed by Askable

On the rushed completions, any suspicious or invalid completions that you flag throughout the duration of the survey recruitment will be replaced by a fresh participant, no questions asked. The reimbursement of the additional/replacement participant is Askable's responsibility.

We will be spot checking completion timeframes, and in the event of a suspicious flag, that participant account could be subject to disciplinary action in line with our Terms & Conditions. Any suspicious activity that we identify will be immediately brought to your attention.

Cheers

On Tue, Oct 1, 2024 at 2:10 PM § 22(1)(a)(ii) <§ 22(1)(a)(ii)@pmc.gov.au> wrote:

OFFICIAL

Thanks § 47F

Apologies about all of the paperwork but could I also ask that you and the members of your team (involved in the project) complete the attached conflict of interest document. It's a requirement of our procurement process.

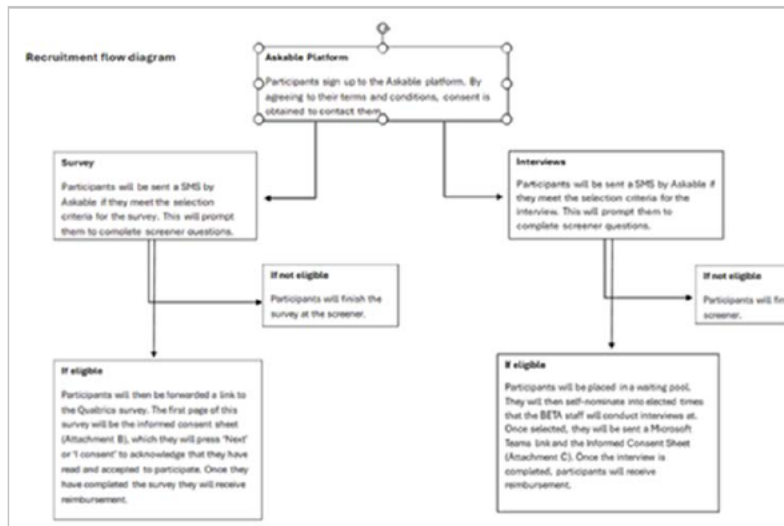
Can I also confirm our understanding of the flow (4.) for participants is correct as per below:
Survey

1. Participants will be sent engagement material
2. Participants will complete the Askable screener
3. If they pass the screener they will receive the BETA info/consent form at the front of the qualtrics activity
4. Upon hitting 'consent' they will proceed to our survey
5. Once complete they will be reimbursed by Askable

Interview:

1. Participants will sent engagement material(?)
2. Participants will be screened and invited to the interview (the BETA consent form to be provided here)
3. Participants that accept will be given an interview time as provided by BETA to Askable
4. Once complete they will be reimbursed by Askable

We had drafted the below visual that we will update once confirmed.



5. Lastly if participants complete the survey in less than the estimated time (e.g. 1-2mins) how are they reimbursed?

Thank you! Please reach out or call if there are any questions.

s 22(1)(a)(ii)

From: s 47F
Sent: Tuesday, 1 October 2024 10:46 AM
To: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>
Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Please see the completed form attached :)

Cheers

On Tue, Oct 1, 2024 at 7:53 AM s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au> wrote:

OFFICIAL

Thanks s 47F

Much appreciated. Could I also ask that you complete the attached vendor information request form ASAP? We need this to finalise our contract.

Thank you!

s 22(1)(a)(ii)

From: s 47F

Sent: Monday, 30 September 2024 4:54 PM

To: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>

Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>

Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hi s 22(1)(a)(ii)

Great to see everyone this morning, really looking forward to working with you all on this project.

1. Please see the attached engagement material.
 - o Our CS team does *not* expect to utilise Social Media for this sample size. We will be utilising in-app messaging and SMS exclusively.
2. The MS teams links will be distributed to successful participants on the morning of their interview via our in-platform chat.
 - o Example Text: "Hi X, looking forward to our conversation this morning/afternoon. Please see the Teams link below for you to join at the allocated interview time."
3. The engagement material will be circulated by our Customer Success team in "batches" of 500 participants. Estimating a strike rate of 30%, we expect to actively promote this study to 2,500 to complete the full sample. The residual amount will naturally fill from active participants on our platform.
4. The informed consent form will be attached to the front of the Qualtrics activity for the quantitative sample. For the interview sample, the consent form will be circulated once a participant is *invited* to a session - allowing them to accept before confirming their attendance.
5. The incentive amounts of \$5 for the survey and \$60 for the interviews are *fixed*.
6. All participant information is stored on-shore in Australia by AWS in Sydney.
7. We'll use query strings to redirect participants back to the Askable dashboard in instances of Complete or Screenouts. These will be set up during the soft launch process next week :)

Cheers

On Mon, Sep 30, 2024 at 12:59 PM s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au> wrote:

OFFICIAL

Hi s 47F

Thanks for the time this morning to discuss our queries. Can we also confirm the following:

- Could you provide all engagement material and URLs if possible e.g. Advertisements, flyers, invitations, emails, verbal scripts, social media, personal invitations and any other material
 - o Could you provide an indication of how often recruitment material will be circulated?
- How interview MS teams links and informed consent forms will be sent to participants?
- The incentive amount for the 45min interview and 10minute survey (if different from your response)
 - o And an indication of whether incentives are fixed or variable depending on time to complete the survey
- Where participant information is stored (in servers in Australia or overseas)

Thank you!

s 22(1)(a)(ii) | Adviser
Behavioural Economics Team of the Australian Government

Strategy, Projects and Priorities

Department of the Prime Minister & Cabinet

s 22(1)(a)(ii) @pmc.gov.au

*I work remotely from 07:45am – 4:35pm

s 22(1)(a)(ii)



The Department acknowledges and pays respect to the past, present and emerging Elders and Traditional Custodians of Country, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

From: s 22(1)(a)(ii)

Sent: Monday, 30 September 2024 9:26 AM

To: s 47F

Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>;

s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

Good morning s 47F

11:30 will be great, I'll send out an invite. Thanks for the shuffling.

s 22(1)(a)(ii)

From: s 47F

Sent: Monday, 30 September 2024 8:23 AM

To: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii) @pmc.gov.au>

Subject: Re: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

Hi s 47F

I hope you had a great weekend! This is some lovely news to come into on a Monday.

I've just moved some internal meetings around, I've got a window open between 10:30am and 11:30am if that would suit you?

Cheers

On Fri, Sep 27, 2024 at 4:38 PM s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au> wrote:

OFFICIAL

Hi s 47F

I booked a meeting using the calendar link in your signature block. I've just noted I indicated Tues 1/10 but would prefer to meet early Mon 30/09 if possible.

Thank you,

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)

Sent: Friday, 27 September 2024 3:29 PM

To: s 47F

Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>

Subject: RE: Askable Response | Reference ID: RD008372 [SEC=OFFICIAL]

OFFICIAL

Good afternoon s 47F

Thank you for your patience whilst we have been working through our internal processes. We are pleased to advise that you are our preferred provider for this procurement activity. Just noting that is still subject to delegate approval.

There are a few questions that we would like to discuss that we need to confirm for an ethics application we are doing in parallel with our procurement activity. Would we be able to meet first thing Monday morning?

Kind regards,

s 22(1)(a)(ii) | Adviser

Behavioural Economics Team of the Australian Government

Strategy, Projects and Priorities

Department of the Prime Minister & Cabinet

s 22(1)(a)(ii)@pmc.gov.au

*I work remotely from 07:45am – 4:35pm

s 22(1)(a)(ii)





The Department acknowledges and pays respect to the past, present and emerging Elders and Traditional Custodians of Country, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

From: s 47F
Sent: Thursday, 19 September 2024 2:28 PM
To: s 47E(d)
Cc: s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>; s 22(1)(a)(ii) <s 22(1)(a)(ii)@pmc.gov.au>
Subject: Askable Response | Reference ID: RD008372

Good afternoon,

Please see the attached response from Askable to ATM RD008372.

Please don't hesitate to reach out if you have any questions at all about our response.

Kind regards

s 47F Head of Government



s 47F

Heritage Building / Level 1A, 61 Petrie Terrace
Brisbane QLD 4000

askable.com



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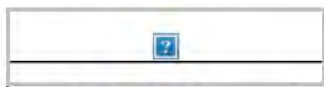
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s 47F | Head of Government



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Brisbane QLD 4000



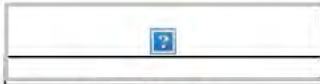
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Heritage Building / Level 1A, 61 Petrie Terrace
Brisbane QLD 4000

askable.com



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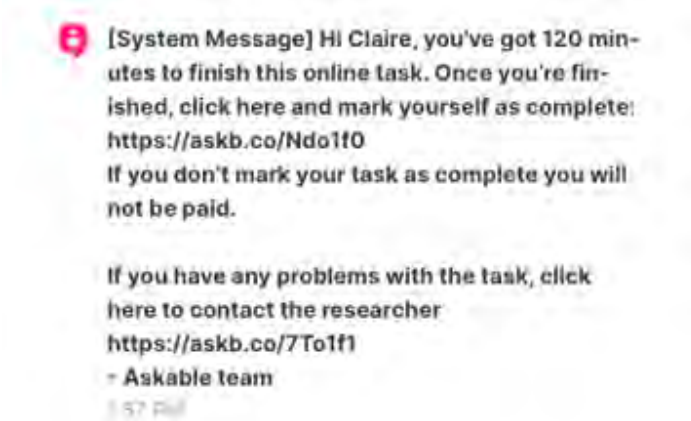
Initial Outgoing Message to Participants (Opportunity Alert), sent via Platform & SMS:

Hey {{user.meta.identity.firstname}}, we have a new survey paying {{booking_incentive}}! We'd love to get your insights. Register here: {{recruitment_shorlink}}
Thanks - Askable Team

Initial Outgoing Message to Interview Participants (Selected to participate based on screener response), sent via Platform & SMS:

Hey **First name**, we have a new session paying **Incentive (\$60)**!
Register here: **Recruitment short link**
Thanks - Askable Team

Reminder to Participants who have started the survey task, sent via Platform:



Completion Message, sent via Platform:

Name, thanks for completing your Survey. Your \$5 incentive has been sent to your PayPal account (askable.paypal.com). If you enjoyed your experience and want more opportunities in the future, please take a sec to share the love and leave a review for us on Facebook here: <https://www.facebook.com/pg/askableapp/reviews>
Paypal Participant Facing Information