



**QUEENSLAND HEALTH PAYROLL SYSTEM
COMMISSION OF INQUIRY**

Statement of Witness

<i>Name of Witness</i>	Jan Louise DALTON
<i>Date of Birth</i>	██████████
<i>Address and contact details</i>	Known to the Commission
<i>Occupation</i>	unemployed
<i>Officer taking statement</i>	
<i>Date taken</i>	26 / 02 /2013

I, Jan Louise DALTON state:

Background

- 1 I have a Bachelor of Economics from the University of Sydney, as well as a Diploma of Teaching from Kuring-Gai Teachers' College.
- 2 I was employed by the Queensland Government from 1996 until I was made redundant in October 2012. For most of that period I was employed by Queensland Treasury.
- 3 I was employed by CorpTech, then in the Department of Treasury, in various roles from 2005 through until 2009.
- 4 In CorpTech I was initially employed as Program Director for Business Transformation. I was responsible for training, communication and change management of information technology implementation. I was not involved in the technical aspects of the information technology implementation.
- 5 I moved to the role of Program Director, Business Performance in 2007.

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- 6 In those roles I reported to Geoff Waite, who was the Executive Director from 2005 to 2007. I then reported to Barbara Perrott from 2007 to 2008. I then reported to Margaret Berenyi from 2008 until I left in 2009.
- 7 I was absent from my role as Program Director for approximately one month during October/November 2006. David Ekert acted in that role while I was on leave.
- 8 At the time, I observed CorpTech engaged a large number of contractors and consultants from SAP Australia, Accenture, and other big IT suppliers.

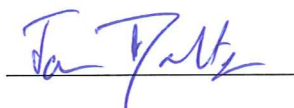
Review by Arena Consulting

- 9 In 2007 a review was conducted of the Shared Services Initiative (SSI) by Arena Consulting. I was interviewed as part of that review. Although I am not sure who conducted that interview, I think it was Gary Uhlmann. I read the review when it came out and it is my recollection that the recommendations from that review were implemented.

Review by Terry Burns

- 10 Terry Burns was introduced by Mark Nicholls who was the Managing Director of Information Professionals. Mark Nicholls was one of the consultants providing staff into the organisation and he introduced Terry to the organisation.
- 11 I met Terry Burns in the early part of 2007. That was at a lunch at Café Yi in Edward Street Brisbane. The lunch was organised by Mark Nicholls. The only persons in attendance at the lunch were me, Mr Nicholls and Mr Burns. Mr Nicholls organised the lunch as a courtesy to introduce Mr Burns and me to each other.
- 12 Terry Burns reported to Barbara Perrott who was the Executive Director of CorpTech. Barbara had replaced Geoff Waite.
- 13 My understanding is that Terry Burns had SAP implementation experience from New Zealand. He was engaged to conduct a review of the SSI in April 2007. Terry Burns was assisted by Gary Uhlmann in this review.

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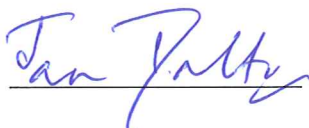


- 14 I sat in on some meetings when Terry Burns was conducting his review, I provided input into the review and I read the review on its completion.
- 15 One of the recommendations that came from this report was the appointment of a Prime Contractor.
- 16 Terry Burns then took on a longer contract within CorpTech once his review was completed.

Request for Proposal

- 17 In 2007 a Request for Proposal (RFP) was put to the open market prior to an Invitation to Offer (ITO) which resulted in the contract between the State of Queensland (the State) and IBM dated 5 December 2007.
- 18 I do not recall whether or not I provided assistance in the preparation of the RFP, however, it is possible that I did. If I did provide assistance, it would have been to ensure that parts of the RFP concerning my area of the organisation were accurate. I was not part of the small team that pulled together the RFP. I do not recall who was on that team.
- 19 It was my understanding that Terry Burns drafted the RFP with the assistance of John Beeston and Mallesons Stephen Jaques (Mallesons).
- 20 An Evaluation Panel was formed to assess the responses. The Evaluation Panel comprised of Terry Burns, Shaurin Shah, Philip Hood and some others. I did not have a role in evaluating the RFP responses
- 21 I am not aware whether the RFP procedure was one whereby a contract would ultimately be awarded at the end of that process without proceeding to issue an ITO.
- 22 I am aware that legal advice was sought in relation to the RFP procurement process from Keith Millman, and John Swinson from Mallesons.

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Invitation to Offer

- 23 I contributed to the drafting of the ITO along with Leigh-Anne Goldsmith, one of the staff reporting to me. Our contribution was to draft the part of the ITO which concerned human resources for the project envisaged under the ITO as well as integration of the prospective prime contractor with the organisation.
- 24 Terry Burns was ultimately driving the ITO process and I would report to him for the purposes of the ITO process, although if I had any concerns I would have gone to Barbara Perrott, my Executive Director to whom I reported more generally. It was my understanding that Terry Burns also reported to Barbara Perrott.
- 25 Queries from the tenderers in respect of the ITO were directed to Maree Blakeney. Maree Blakeney was the first point of contact for the ITO for the tenderers. None of the respondents to the ITO approached me directly.

Tender Evaluation

- 26 I sat on the Evaluation Panel once the responses were in. I was the leader of the Resourcing and Transitions team on the panel. The other team member was Leigh-Anne Goldsmith.
- 27 I recall attending a number of meetings and presentations in relation to the tender process. We would then break off into sub-groups to make our respective assessments.
- 28 We were asked to fill in an Evaluation Criteria Matrix. Scores from 1 – 5 were attributed to each respondent to the tender. Each member of the team entered a score and a recommendation. The score was then moderated.
- 29 I have been shown three documents, each entitled “Evaluation Criteria Matrix”. They are attached and marked “A”, “B” and “C”. They were documents created by Ms Goldsmith and I in the course of the evaluation process. To the best of my recollection, these documents indicate our scores against different criteria within our evaluation category. I have been asked whether they represent changes to scores at different stages of the evaluation process, but I do not think that is so.

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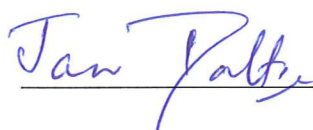
- 30 I have been shown three documents, each entitled "Evaluation Criteria Matrix". Those three documents are attached and marked "A", "B" and "C". Those documents show the scores that Ms Goldsmith and I assigned to the offerors for our category at each of the three stages of the evaluation process.
- 31 I have been asked who would collect these documents at the end of each round of scoring. I do not recall, but I think it would have been Maree Blakeney. I note that each document carries moderated scores as well as the scores actually assigned by Ms Goldsmith and me. I do not recall how this moderation process was undertaken.
- 32 I do not recall specifically what caused either Ms Goldsmith or I to change scores from one round to the next.
- 33 I have been shown a copy of the Team Evaluation Report for the Resourcing and Transition Team dated 18 October 2007. The third manifestation of that Evaluation Criteria Matrix became the final Evaluation Criteria Matrix that is on the last page of that Report. Annexure D to this statement is Team Evaluation Report for the Resourcing and Transition Team.
- 34 IBM came out in first position on the Resourcing and Transitions assessment and on the evaluation as a whole. IBM was ultimately awarded the contract.

Implementation

- 35 I was Director of Business Performance during the SAP HR and Workbrain implementation by IBM. Ms Goldsmith who was one of my staff worked very closely with the transition of IBM staff. She was my representative who worked full-time on the transitioning of IBM.
- 36 I was not involved in the re-scoping of the of the IBM contract.

Conflicts of Interest

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- 37 There was a conflict of interest register in relation to the ITO process. I did not have any conflict to declare.
- 38 I am aware that David Ekert was removed from the Evaluation Panel in respect of a conflict of interest. I cannot recall if anyone else declared any conflict of interest.
- 39 I did not have any concerns about the ITO tender or assessment procedure.

Declaration

This written statement by me dated 8/3/13 and contained in the pages numbered 1 to 6 is true and correct to the best of my knowledge and belief.

Signed at Jan Talty Signature
Brisbane this 8 day of March 20 13

Witnessed:

CM Signature
Name Catherine Louise Rank Principal Reg. No. _____
McLennan Lawyer

Witness signature: Jan Talty

Officer signature: CM