

Case Study: Tender & Project Management



INDUSTRY	Australian Government Agency - Licensing
THE CHALLENGE	<p>The Client had a need to significantly reduce internal costs by streamlining the licence application and renewal processes, upgrade legacy systems and provide businesses with the tools to speed initial application and ongoing compliance requirements with the agency.</p> <p>The initial project task was to refine and scope the business need, requiring careful analysis and development of requirements, which led to an extensive tender process that selected a specialist vendor with a dedicated product in the space. It was also identified that in order to be successful, the project would need to carefully manage a range of stakeholders across support and compliance, many with their own specific requirements, while adhering to the procurement processes.</p>
METAPM APPROACH	<p>The Client engaged MetaPM to provide the project management skills with an emphasis on stakeholder management and vendor selection and procurement, coupled with knowledge of government processes.</p> <p>MetaPM utilised PRINCE2® in line with the department's established practice to provide a phased approach -.</p> <ul style="list-style-type: none">• Detailed scope definition of the back end system• Business Requirements Elicitation• Tender Management – by public tender.• Vendor Selection – including an enlightening Proof of concept.• Parallel delivery of capability (including application form delivery across five key licensing schemes from established infrastructure as a quick win).• Delivery stage with the selected vendor. <p>Comprehensive stakeholder management skills were essential in order to incorporate input and assure engagement from key subject matter experts across each licence domain area.</p>
THE RESULTS	<p>The Client selected a vendor capable of delivering the unique requirements with full steering committee and senior business stakeholder support gained through a multi-layered stakeholder engagement approach.</p> <p>The project was recognised for delivering outstanding results throughout the tender assessment process, such as providing a live in-office demonstration of a similar system used in a companion government department interstate.</p>

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