

**Price.Ryleigh-Ann[OSC]**

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**From:** Holmes.ShaneM[OSC]  
**Sent:** Tuesday, 2 January 2018 10:29  
**To:** Strategy and Performance Officer OSC  
**Subject:** ICT INITIATIVE PROPOSAL  
**Attachments:** Initiative Proposal Weapons Licensing.docx

Richard,

I have prepared the attached Initiative Proposal which is submitted to F&DS only to flag a potential future body of work that will require ICT assistance.

Could you please request the AC to consider endorsing same. Please send it back to me so I can arrange for it to be emailed to the correct contact at F&DS.

Many thanks



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**ASSISTANT COMMISSIONER  
OPERATIONS SUPPORT COMMAND  
QUEENSLAND POLICE SERVICE**



DOC17/  
DOC 18/

**Superintendent**

**Command Office**

- Forensic Services Group
- Specialist Response Group
- Specialist Services Group
- Protective Services

- Human Resource Business Partner
- Finance Officer
- Procurement Officer
- Information Management Manager
- Professional Practice Manger
- Human Services Officer
- Senior Sergeant Strategy & Performance

**Action Required**

- For all necessary attention
- Discussion with me please
- Draft Reply please
- Draft Reply under my hand please
- For comment and advice
- Please reply direct to inquirer
- Possible Parl Ques/ Q.O.N
- Executive Briefing Note please
- Min Briefing Note/ Cabinet Submission
- Ministerial Reply
- Correspondence signed and returned for distribution

- Bring up / /18
- Classification
- Unclassified
- Highly Protected
- Protected
- In-confidence

**No Action Required:**

FOR INFORMATION

For Circulation

CTPI  
[Redacted]

23 FEB 2018

Mike Condon  
ASSISTANT COMMISSIONER  
OPERATIONS SUPPORT COMMAND

Refer to the PSBA Procurement & Contracts Manual (Section 5) for guidance

**TO:** Katherine Bennett

**FROM:** Manager, Weapons Licensing Branch

**DATE:** 23 February 2018

**SUBJECT:** Exception from seeking competitive offers for the supply of a weapons licensing managed service arrangement

### Requirement

1. Market research has been conducted to identify an option to supply a unique combination of the following business requirements with the potential to transition to a Managed Service arrangement.
  - 1.1 A trusted and extensive retail footprint throughout Queensland to receive weapons license applications, conduct in-person identification verification, take applicant photographs and receipt the payment of fees in order to shift customer traffic away from front-line police stations.
  - 1.2 A secure digital identification verification solution.
  - 1.3 An on-line payment solution.
  - 1.4 On-line self-service portal for the submission of new license applications, license renewals, permits to acquire, change of contact information from license holders and weapons registry information required by legislation to be supplied by weapons dealers / armourers and shooting clubs / range operators.
  - 1.5 The option requires longevity with potential for a 10+ year engagement should business requirements and the market remain stable.

### Background

2. Weapons Licensing Branch (WLB) have conducted a review of administrative procedures being used to manage the processing of weapons licensing information. The findings support the need to implement an on-line capability (self-service public-facing portal) to replace the largely manual administration of weapons licensing forms and information.
3. Current business processes which involves employing additional temporary staff and expending overtime to meet service demand is unsustainable.
4. The existing information technology platform will no longer be vendor supported post October 2020. A Business Case is currently being prepared by an independent consultant to validate future investment options. The analysis will seek to inform a Demand & Resource Committee (D&RC) submission for executive support and funding to implement an on-line solution.
5. The Australia Post (AP) Corporation is presently a party to the following;
  - 5.1 A Standing Offer Arrangement (SOA) between Queensland Whole of Government (acting through Qld Treasury and Trade) for the provision of banking and payment products and services (no. 29656005 refers);

- 5.2 AP recently established an SOA with the QPS - Police Information Centre (PIC) to process National Police Certificate applications. AP has approved access to the Australian Criminal Intelligence Commission (ACIC) National Search System for criminal history information, access to data digital identification verification and provides an on-line payment and retail footprint for application processing;
- 5.3 AP performs the identity verification and receipt of payments for passport applications on behalf of the Australian Passport Office, Department of Foreign Affairs and Trade;
- 5.4 AP have partnered with the Federal Government Digital Transformation agency and is approved/accredited for providing identity solutions for Government;
- 5.5 AP have an established relationship and technology for identity management and information exchange with ACIC as a broker for the processing of National Police Checks;
- 5.6 AP have already implemented a self-service solution within the Western Australian police jurisdiction; and
- 5.7 AP is the only sole supplier able to provide all the business requirements for weapons licensing.

#### Issues

6. The security of weapons licensing information is an imperative. The risk of a third-party collecting the information is mitigated knowing the accreditation AP already has with a range of Federal and State government agencies.

#### Consultation

7. Consultation has occurred with Frontline & Digital Services Business Engagement (Christine Flynn and Lucinda Marshall). An internal build is not a viable option due to the complexity and cost in implementation and ongoing support.
8. The QPS Chief Digital Officer (Jenson Spencer) strongly supports a managed service arrangement with AP. He reinforced their service offerings demonstrate that they are;
  - 8.1 Leaders in digitisation and identity verification;
  - 8.2 Have established on-line self-service functionalities;
  - 8.3 Supply a retail service to process applications and receipt the payments of fees/accounts for a large number of Federal and State government agencies; and
  - 8.4 Have proven their capability through the existing arrangement with the PIC National Police Certificate application processing.
9. Assistant Commissioner Condon has provided his support to undertake a non-binding high-level evaluation process with AP to identify implementation options and costs.

### Justification

10. In accordance with the PSBA Procurement and Contracts Manual, a situation exists in this instance that warrants an exception from the requirement to seek competitive offers on the following ground/s:
  - **Recency** – a contract for the same or very similar goods or services has previously been executed as the result of a full procurement process within the prior 12-months. See section 5.2 in relation to a current SOA with Australia Post.
  - **Sole Supply** – research of the supply market was previously undertaken during the development of the on-line solution for the National Police Certificate. AP is the sole supplier capable of offering a unique combination of a trusted and extensive retail footprint, digital identification verification and on-line payment system.

### Costing/Funding

11. There is no cost at this time. It is expected AP will provide a *Letter of Intent* to enter into a contract with the QPS for an initial evaluation phase following a 'fact-finding' and high-level business requirements workshop planned for 22 March 2018. This phase will be non-binding to any further contractual agreement nor to establish the full extent of the solution required.
12. The QPS will make a determination upon completion of the evaluation phase regarding continuation towards full implementation phase. Subject to appropriate approvals being sought, AP would be invited to submit an offer for the required goods/services.
13. Funding authorisation will be approved by the relevant Expenditure Delegation.
14. There is current budget provision within the Specialist Services Group to meet the estimated costs for the evaluation phase to be conducted by AP. Cost Centre 1210401 refers.

### Agreement

15. A Purchase Order & Formal Contract will be executed for the provision of the goods/services based on the evaluation phase quotation/proposal provided.

### Recommendation

16. That consistent with the PSBA Procurement and Contracts Manual, you approve this exception to engage with a sole supplier to undertake high-level business requirement discussions to evaluate the cost and effort to implement a weapons licensing managed service arrangement.

<b>REQUESTING OFFICER</b>	<b>SUPPORTING OFFICER</b>
<p>CTPI [Redacted]</p> <p>Signature of Adam Guild        [Manager/Inspector Weapons Licensing Branch        Specialist Services Group        Operations Support Command        23 / 02 / 2018]</p>	<p><input checked="" type="checkbox"/> Supported <input type="checkbox"/> Not supported        CTPI [Redacted]</p> <p>Signature of Shane Holmes        [Superintendent – Specialist Services Group        Operations Support Command        23 / 02 / 18]</p>
<b>SUPPORTING OFFICER</b>	<b>PROCUREMENT DELEGATE</b>
<p><input checked="" type="checkbox"/> Supported <input type="checkbox"/> Not Supported        CTPI [Redacted]</p> <p>Signature of Mike Condon        [Assistant Commissioner        Operations Support Command]        23 / 02 / 2018</p>	<p><input type="checkbox"/> Approved <input type="checkbox"/> Not Approved</p> <p>Signature of Katherine Bennett        [Procurement Delegate]        Procurement Services Group        Public Safety Business Agency</p>
<b>Additional Comment:</b>	

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