



Australian Continuous Improvement Group Pty Ltd

Request for Expressions of Interest

ACIG Panel of Associates

May 2009

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**For further information contact
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Introduction

The Australian Continuous Improvement Group (ACIG) is a boutique consulting firm that assists clients to achieve superior performance.

Our clients include local, state and federal government, as well as the health, manufacturing and service sectors. We are also active internationally, working with the Asian Development Bank throughout Asia and the Pacific. Even in the current economic climate our sales pipeline is solid and our business is growing.

ACIG has a core team of employees – consultants with many years experience who are renowned as experts in their fields. As required, ACIG also calls upon the services and expertise of the outstanding consultants who have qualified to become members of our Panel of Associates. In this way our clients' requirements are often delivered by an integrated team of ACIG employees and associates.

Suitably qualified professionals are invited to submit a formal expression of interest (EOI) in joining our Panel of Associates.

ACIG aims to develop a long-term professional relationship with each panel member, to our mutual benefit. We will actively seek assignments suitable for our panellists and in turn we expect panellists to source business development opportunities for ACIG. We see the panel arrangement as an opportunity for both ACIG and our associates to expand existing professional and business development networks.

This document provides an overview of the ACIG approach and service offerings. It also provides details about the nature of our Panel of Associates. We then go on to describe the information that should be included in an expression of interest. EOI lodgement and contact details are provided on the final page.

Background

ACIG is an agile company committed to ensuring our clients achieve outstanding results.

We solve complex business challenges by combining our expertise in:

- Strategy and Business Improvement;
- Cultural Change;
- Human Resource Management; and
- Evaluation and Review.



Over almost twenty years we've successfully worked with federal, state and local government agencies, as well as the health, manufacturing and service sectors. We are also active internationally, working with the Asian Development Bank throughout Asia and the Pacific.

Renowned for our pragmatic and practical approach, our success lies in our ability to partner with clients, translating our combined knowledge into actionable strategies and plans. ACIG has a particular set of foundation principles that guide our approach.

- Clarity – our detailed information collection leads to evidence-based advice.
- Expertise – we combine our strategic expertise with the knowledge of our clients' stakeholders. Their comprehensive understanding of needs, goals and resource priorities is important to ensuring our recommendations deliver genuine, practical value.
- Sound project management – our controlled, iterative, consultative and 'no surprises' approach ensures any issues are discovered and resolved early.
- Consultation – our skill in achieving stakeholder engagement ensures: accuracy in information collection; validation of findings; and conclusions. It also increases the likelihood that stakeholders will quickly assume ownership of outcomes.
- Knowledge transfer – knowledge and capability transfer is an integral outcome of our work.
- Personnel – unless agreed otherwise and apart from factors outside our control, we ensure that the consultants identified in every proposal are the consultants that complete the assignment.

ACIG has a long and proud history of conducting consulting assignments in a consultative and interactive manner.

The ACIG approach to consulting is based on underlying principles that recognise the importance of listening, consultation, iteration, validation and confirmation along with the provision of objective advice based on the evidence. In every project, the wholehearted engagement of stakeholders is a critical success factor. We create an environment of open communication, building relationships with tact and diplomacy. We engage with all stakeholders, welcoming their suggestions and making sure their concerns are addressed. Our friendly, collaborative working style means we can deliver our professional services without creating friction.

The ACIG consulting style is to challenge assumptions and legacy practices in a collaborative and engaging manner. Our wealth of experience does not mean for a minute that we think we know it all. ACIG consultants are inquisitive and continually acquisitive of new knowledge and experience.

Scope of the Panel

Members of the ACIG Panel of Associates will usually be engaged as subcontractors to deliver services to ACIG's new and existing clients. However in some circumstances (and as determined by ACIG) consortium or partnership arrangements may be preferable.

Areas of Expertise

ACIG is interested in working with specialists as well as generalists. ACIG is particularly looking for consultants and consulting organisations with expertise in one or more of the fields below.

- Evaluation, including expertise in one or more of the following areas:
 - Benchmarking,
 - Organisational evaluation,
 - Program evaluation, and/or
 - Project evaluation
- Performance improvement, including expertise in one or more of the following areas:
 - Lean,
 - Six Sigma,
 - Business excellence, and/or
 - Organisation development.
- Knowledge Management.
- Economics, including expertise in cost benefit analysis of programs and projects.

Panel Membership

The panel will operate for a period of three years from mid 2009 to mid 2012 with the option of extension for a further two years at ACIG's discretion. Individuals, partnerships and registered companies are all eligible to become members of the ACIG Panel of Associates.

Panel members are not guaranteed any number or value of assignments, nor the right to exclusive supply of the services offered by the panel. Selection as a panellist does not give rise to a contract between the successful panellist and ACIG. No legal relationship will exist between the parties unless a contract is executed.

Sales Activities

From time to time, panellists may be asked to provide input to sales proposals or tenders, or invited to attend pre-sales meetings with potential clients. The costs associated with these activities are to be carried by the panel member.

Prior to each engagement ACIG will issue to one or more of the panellists:

- a project specification, and
- a request for a short form quotation which outlines methodology, staff, timelines and price (usually a capped total).

Assignment Management

For each engagement associates will be expected to:

- work closely and co-operatively with the ACIG assignment manager,
 - proceeding only upon the receipt of relevant approvals, and
 - meeting on a regular basis to discuss progress and any issues;
- take responsibility for managing and recording their progress against milestones and budget;
- ensure the quality of work is consistent with ACIG's expectations, the client's expectations and with relevant professional standards;
- deliver relevant project documentation including, but not limited to scoping documents, work plans, working papers, survey instruments, and draft and final reports.

After each engagement associates will complete and return ACIG's post assignment review pro forma.

Invoicing

Associates will invoice ACIG at a frequency to be negotiated and agreed at the commencement of each assignment. Standard invoicing arrangements include monthly, milestone or upon completion.

Equipment and Accommodation

Associates will supply their own equipment (such as PCs, laptops and telephones). Under some circumstances ACIG may make office space available for the duration of an assignment.

EOI Requirements

Please include the following details in your expression of interest.

Applicant Details

Provide the following information:

- Registered business name (and trading name, if different);
- Registered office address and (if different) usual office address and postal address;
- ABN and (if relevant) ACN;
- Name, title and telephone number of contact person;
- Email and web address; and
- How you found out about this call for expressions of interest.

Conflict of Interest

Panellists must warrant that a conflict of interest – potential, actual or perceived – does not exist in relation to their ability to provide professional services to ACIG and ACIG's clients.

In the event that such a conflict should arise, panellists must immediately inform ACIG's Managing Director. ACIG and the panellist will then enter into consultation to discuss how best to resolve the situation to the satisfaction of everyone concerned, all the while ensuring that the performance of any projects already underway are not adversely impacted.

Selection Criteria

Shortlisted candidates may be invited for an interview. At this interview stage ACIG will assess, in addition to the attributes outlined below, each consultant's communication skills.

In your expression of interest, please address each of the following criterion in turn.

Subject matter expertise

Please be quite clear about which of the listed subject matter areas is your field of expertise (refer to page 5). Outline your:

- qualifications,
- experience with particular methodologies and techniques, and
- your understanding of the issues likely to be faced by clients.

Writing skills

The ability to write well is important to us at ACIG. However your general writing ability does not need to be addressed under this heading. Instead we will assess your writing skills on the basis of your entire proposal – looking at clarity, structure and style.

Please simply list any relevant publications, experience or writing qualifications.

Management Skills

ACIG's associates usually operate as a member of a small team headed by an ACIG employee. Occasionally, and dependent upon experience, associates may be called upon to operate alone, or as team leader.

Please provide details of your assignment or project management skills. Include details of your stakeholder engagement and relationship management strategies.

Research and analysis

Demonstrate your ability to think analytically and strategically. Discuss your experience of particular research and analytical methodologies. Where possible, provide examples of your creative solutions to complex issues.

Business Development

Please outline your current business development strategies. How do you currently find new work opportunities? Discuss how you will use these strategies to continue to find new clients for yourself and for ACIG.

Track record

Individual consultants: please provide an overview of your complete work history.

Organisations and partnerships: please provide a complete work history for each consultant you are putting forward. Please indicate, for each person, whether they are an employee, subcontractor or have some other relationship with the organisation.

Generic prose biographies are not required. Instead provide a list of dates, roles, brief explanations as necessary, and include workplace or project outcomes.

Please also provide short examples of recent assignments that demonstrate your:

- subject matter expertise;
- management skills; and/or
- research and strategic analysis skills.



Organisational History

Please provide a short overview your organisational history. Relevant details are likely to include: a founding date; the organisational ownership structure; an organisational chart; the total number of employees; and any significant ownership or strategic changes.

Individual consultants may prefer to refer to their work history, as provided above.

Price

Please list a standard hourly and daily subcontractor rate for each consultant.

Standard rates will be taken into account when selecting associates for particular assignments. ACIG reserves the right to negotiate with associates regarding the pricing of each assignment, on a case by case basis.

References

Provide the names and contact details of three referees. Please provide a brief description of the work you undertook for each referee.

Listed referees may be contacted after applicants are shortlisted. ACIG may also contact other people in relation to work performed by you, and treat them as referees.

Signature

Please ensure that you, or an authorised representative of your organisation, signs and dates the expression of interest (include the signatory's name and title in block letters).



Lodgement

Send two hard copies and one electronic copy on CD-ROM to:

ACIG Panel Of Associates
203 Drummond Street,
Carlton VIC 3053.

ACIG will acknowledge receipt of your Expression of Interest and will endeavour to let you know the outcome as soon as we can.

Please direct any enquiries to:

Mr Gerard Colla
ACIG Managing Director
(03) 9650 7222
gerard@acig.com.au

For further information about ACIG refer to our web site at www.acig.com.au.

Intellectual property

The information provided to ACIG in the Expression of Interest remains the intellectual property of the person or organisation making that submission. ACIG undertakes not to use any of the information provided, except in the process of selecting consultants for our Panel of Associates.