



04 NOV 2019

Tēnā koe [REDACTED]

On 4 October 2019, the Ministry of Social Development (the Ministry) received your request, under the Official Information Act 1982, for the following information relating to the new website and app for the Super Gold Card scheme:

- *Information on the process to tender and award the project to a company to develop the website and app, how they were chosen, and the name of the company that did this work.*
- *A breakdown on the budget for the website and app project.*
- *A total cost of the website update and app project.*

The Procurement process for the SuperGold Website and App was a Secondary Procurement process that engaged the All of Government Common Capability - Web Services Panel. Appointment of providers to the panel is administered by the Department of Internal Affairs, and more information about the panel can be found here: [www.digital.govt.nz/services/show/Web-Services-Panel-](http://www.digital.govt.nz/services/show/Web-Services-Panel-)

The Ministry approached and shortlisted eleven providers from the panel on 20 December 2017 with the intention to select a provider to develop the Online Eligibility Guide. If this was completed to the Ministry's satisfaction, the provider would also work on developments for the SuperGold Card website and app.

The selection process was as follows:

1. A forward notice was sent to all eleven shortlisted providers notifying them of the upcoming tender.
  - This notice included information on the intended process, timelines and any preconditions also included.
  - The providers were required to confirm their intention to take part in the Secondary Procurement process and confirm they had the capability and capacity to complete the work in the expected timeframe.
2. A requirements document was released to the providers who confirmed that they wished to take part in the Secondary Procurement process.
3. Workshop sessions were held for each of the providers who received the requirements document.
4. Providers were then required to:
  - a. Submit a written response to the requirements document which outlined their design concept, approach, the deliverables and expected cost model, timeline etc. The Evaluation team scored the responses out of 1000 points.
  - b. Complete a presentation that took the Evaluation team through their design concept, approach, the deliverables and expected cost model, timeline etc.
5. All financial information was analysed and ranked by a financial analyst.

6. Evaluation team scores were moderated.

7. Scope responses and final pricing was then considered and given a score by the team.

The provider, *Boost*, scored the highest in the secondary procurement process, and were chosen to complete the Online Eligibility Guide, and SuperGold Card project.

The SuperGold Website and App project has been underway for six months, and the expenditure as at 30 October 2019 was \$934,569. The expenditure includes the website and app development, as well as Business Services (administration and data) and resource cost.

The Website and App improvements for the SuperGold programme were funded by Cabinet as part of the Budget 2019 package.

The budget includes funding for the initial project this financial year (2019/2020) as well as ongoing improvements through to 2022/2023. The total budget package across these financial years is \$2,780,000, and is broken down below:

	<b>2019/2020</b>	<b>2020/2021</b>	<b>2021/2022</b>	<b>2022/2023</b>
Website and App	\$1,580,000	\$400,000	\$400,000	\$400,000

The principles and purposes of the Official Information Act 1982 under which you made your request are:

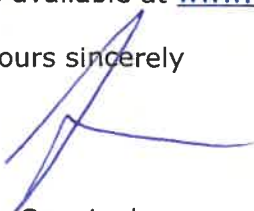
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding the tender process and budget for the SuperGold Card website update and app project, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Jo Cunningham  
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