

HEALTH — HUMAN RESOURCES MANAGEMENT INFORMATION SYSTEM

456. Ms M.J. Davies to the Minister for Health:

I refer to the IT News web article titled ‘Deloitte, SAP win \$220m WA Health HR system deal’ posted on 4 February 2022 at 10:46 am, and I ask:

- (a) When will the Minister’s office officially announce the new HR system deal;
- (b) Was the contract considered by the Department of Finance? If no, why not;
- (c) In relation to the trial sites of Royal Perth, Broome and Derby:
 - (i) What evaluation occurred;
 - (ii) Please table all results of the evaluation/s;
 - (iii) Regarding complaints during the trial period:
 - (A) How many were received;
 - (B) How many remain unresolved;
 - (C) What did those complaints relate to; and
 - (D) Has Deloitte received a copy of the complaints and are they incorporating solutions into the final software for WA Health;
 - (iv) What specific software was used for the trial; and
 - (v) How will this software differ from the final software expected to be developed by Deloitte for 2025–2045;
- (d) When will the following be decommissioned by WA Health:
 - (i) Lattice;
 - (ii) Ascender Pay;
 - (iii) ShiftMatch; and
 - (iv) RoStar;
- (e) What is the total cost for 2025–2045 for:
 - (i) SAP SuccessFactors; and
 - (ii) Time Management by Kronos/UKG;
- (f) Will Health Support Services have complete management of the transition;
- (g) Please detail what the SAP software licensing costs will be specifically for the years 2035–2045;
- (h) When will the following be completely moved to the new software:
 - (i) Department of Health;
 - (ii) North Metropolitan Health Service;
 - (iii) Dental Health Service;
 - (iv) South Metropolitan Health Service;
 - (v) Public Health Office;
 - (vi) East Metropolitan Health Service;
 - (vii) WA Country Health Service telehealth centre;
 - (viii) WA Country Health Service districts, for each district;
 - (ix) Mental Health Commission;
 - (x) Health Support Services;
 - (xi) PathWest;
 - (xii) Health Service Provider Boards;
 - (xiii) Quadriplegic Centre; and
 - (xiv) Child and Adolescent Health Service;
- (i) Is this project expected to be costed under budgeted figures? If not, what was the anticipated budget and what is the final expected cost; and

- (j) Does the Minister have any conflicts of interest or potential conflicts of interest with Deloitte, Kronos/UKG or SAP? If yes, please detail?

Ms A. Sanderson replied:

- (a) The Department of Health released a media statement regarding the award of contracts on 3 February 2022.
- (b) In line with the *Procurement Act 2020* (WA), the Department of Finance was actively involved in the procurement process.
- (c) (i) A Proof of Concept (PoC) evaluation was conducted.
(ii) Evaluation results are subject to Government Request Conditions and are confidential.
(iii) (A)–(C) No complaints were received during the PoC.
(D) Not applicable.
- (iv) The PoC tested SAP SuccessFactors Employee Central, Employee Central Payroll and Kronos Time Management.
- (v) The system is expected to be built using the above software.
- (d) (i)–(iv) Decommissioning is expected by the end of June 2025.
- (e) (i)–(ii) Pricing details for individual products is commercial in confidence.
- (f) Yes.
- (g) The final expiry date of the software contract with SAP is 31 December 2031. Any software costs beyond this date are subject to a procurement process.
- (h) (i)–(xiv) Implementation across the WA health system is scheduled to be completed by the end of 2024.
- (i) The Project is expected to be costed within the approved Capital Implementation budget.
- (j) No.