

Easy Business Support Services Overview

The purpose of this document is to provide a brief overview of Easy Business Support Services and the Approved Service Provider (ASP) prequalification process managed by the State of Queensland, through the Department of Transport and Main Roads (Customer Services Branch) (the “State”).

For full details of the proposed ASP prequalification process and the Easy Business Support Services, including interpretation and definitions, interested persons should read the following documents:

- Application for Prequalification as an Approved Service Provider - (the “Application”);
- Conditions of Application for Prequalification as an Approved Service Provider - (the “Conditions”);
- Application Deed for Prequalification as an Approved Service Provider (the “Application Deed”); and
- Deed of Agreement for the Provision of Easy-Business Support Services (the “Agreement”).

This Overview document is for information purposes only and is not intended to give rise to any legal obligations. It does not create any arrangement or agreement between the State and a person in relation to the Easy Business Support Services or the ASP prequalification process.

The State may vary the proposed prequalification process or the Easy Business Support Services at any time.

What is Easy Business Support Services?

The State operates the Rego Easy Scheme – Easy Business option which enables Vehicle Registration Scheme commercial clients (“Customers”) to conduct limited online vehicle registration transactions.

The State enters into Agreements with third-party ASPs to provide to Customers software interfaces between the State’s and Customer’s systems, help desk support and training services (the “Easy Business Support Services”).

ASPs enter into commercial agreements with Customers for the provision of Easy Business Support Services.

Review of Services

To determine its future requirements, the State will conduct a review of the Easy Business Support Services prior to the common Expiry Date of Agreements. The State may review the Easy Business Support Services at other times if the State considers a further review is appropriate.

The State will decide, based on the results of its review, if any variation is required to its current Easy Business Support Services for the next term of Agreements.

The State does not intend to increase its panel of ASPs during the term of Agreements except in the event of a terminating ASP or Unexpected Event.

Prequalification of ASPs

During the specified Application period, the State will accept Applications for prequalification as an ASP from interested persons wanting to provide Easy Business Support Services.

Applications will be assessed against evaluation criteria specified in the Conditions.

The State will maintain a Register of Prequalified Applicants on which it will record details of successful Applications.

The State, in its absolute discretion, may not offer a successful applicant an Agreement at the time the State notifies it of the success of its Application.

The State will determine from the outcomes of its review of Easy Business Support Services, if it will add a new ASP to its panel and where so required, select an ASP from the Register.

Transition In of New ASP

A new ASP selected from the Register and which enters into an Agreement with the State will be required to progress through a Transition In Period in which it develops and integrates its systems and services with those of the State. The new ASP does not provide Easy Business Support Services to Customers in this Transition In Period until authorised to do so by the State.

Term of Agreement

Agreements will generally be for a period of three years but may vary depending on individual ASP entry and exit circumstances. All Agreements will have a common Expiry Date.