



16 July 2020

Dear [REDACTED]

Re: Official Information Act (OIA) Request – Learning Management System

I am writing in response to your email request dated 6 July (transferred to Te Papa on 10 July) in which you requested the following information:

The Museum of New Zealand Te Papa Tongarewa last year called for an expression of interest in providing a Learning Management System to support staff skills enhancement. My company in association with another New Zealand company provided the requested information but was told that our response was inadequate. Such is the way of commercial operation.

I have asked whether the system that they chose was a New Zealand sourced system and have not received a response.

Given the focus on New Zealand technology as a part solution to the current economic issues, I am keen to ensure that New Zealand technology was chosen and if not then I will be asking why not.

The appointed provider is ELMO Software Limited which is a New Zealand registered company.

The assessment criteria and weighting were included in the tender documentation. For reference they are set out below. As you will see, the criteria did not include a requirement to be a New Zealand company or otherwise.

Criterion	Weighting
1. Proposed Solution meets business requirements Vendors will be asked to match their software as a service to an already completed business requirements list.	50%
2. Learner Experience This covers every aspect of Te Papa's interaction with the vendor from easy sign-in, search for options and submitting a support ticket.	20%
3. Capacity and experience Supplier has a proven track record in LMS implementation in a diverse organisation and takes a client centric approach to delivery.	15%
4. Price Considers annual license cost per learner, cost of implementation and costs for ongoing support and maintenance.	15%
Total weightings	100%

The decision to award this contract was made prior to New Zealand's COVID-19 lockdown and therefore it was not felt at that time that this was an essential criteria for the tender.

We apologise for the delay in responding to your earlier request regarding this matter. At the time of your request, proposals were still under evaluation and therefore we were not in a position to respond.

If you are not satisfied with this response 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 or freephone 0800 802 602.

If you wish to discuss any aspect of your request with us please contact either Frances Lawrence or Zoë Genet, at OIA@tepapa.govt.nz.

Yours sincerely



Frances Lawrence
Senior Advisor Planning and Performance



Zoë Genet
Principal Legal Counsel