

**ITEM 9. TENDER - MANAGED PUBLIC ACCESS IT FACILITIES AND SERVICES**

**FILE NO: S125430**

**TENDER NO: 1535**

**SUMMARY**

This report provides details of the tenders received for the provision of managed public access IT facilities and services in the City's libraries, city spaces and child and family service centres.

The City provides IT resources, predominantly PCs, software and printing facilities, for use by the public at the locations mentioned above. The existing facilities are past their serviceable life and require replacement.

Tenders were called for appropriately qualified contractors to design, supply, install and support a solution providing new facilities (hardware and software) and management tools as a managed service through a single supplier.

This report recommends that Council reject all tender offers received and enter into negotiations with suitable service providers.

**RECOMMENDATION**

It is resolved that:

- (A) Council reject the tenders received for the managed public access IT facilities and services for the reasons set out in confidential Tender Evaluation Summary, Attachment A to the subject report;
- (B) Council not invite fresh tenders, as it is considered that inviting fresh tenders would not attract additional suitable contractors over and above those that have responded to this tender;
- (C) authority be delegated to the CEO to enter into negotiations with service providers who are suitably qualified and demonstrate a capability to deliver the required facilities and services and execute and administer the contract relating to the facilities and services;
- (D) authority be delegated to the CEO to, upon completion of negotiations enter into a contract with the successful service provider; and
- (E) Council to be informed of the outcome via CEO Update.

**ATTACHMENTS**

**Attachment A:** Tender Evaluation Summary (Confidential)

**(As Attachment A is confidential, it will be circulated separately from the agenda paper and to Councillors and relevant senior staff only.)**

## **BACKGROUND**

1. The City provides public IT resources throughout the LGA, predominantly PCs, software and printing facilities, for use by the public, children in child care centres and for participants at training courses.
2. The availability of these IT resources, particularly public access PCs has transformed our libraries, city spaces and child & family service centres into digital hubs, where our clients can compete more effectively for jobs, conduct research, pursue educational opportunities, learn new skills, improve their health, access key Government services, and manage their personal finances.
3. The existing facilities are past their serviceable life and require replacement. Some essential public service webpages cannot be accessed due to incompatible/aged software. A small number of laptops have been purchased to assist in training programs in the interim.
4. The tender provided for:
  - (a) replacement of all public access PCs, printers and software;
  - (b) upgrade of the public access print management kiosks; and
  - (c) upgrade of the system management software.

## **INVITATION TO TENDER**

5. The tender was advertised in the Sydney Morning Herald, Daily Telegraph and Council's E-Tender website on Tuesday 28 July, 2015.
6. The tender was open to the public from Tuesday 28 July 2015 to Friday 28 August 2015.

## **TENDER SUBMISSIONS**

7. One submission was received from the following organisation:
  - Thomas Duryea Consulting Pty Ltd
8. No late submissions were received.

## **TENDER EVALUATION**

9. All members of the Tender Evaluation Panel have signed the Pecuniary Interest Declarations. No pecuniary interests were noted.
10. The tender evaluation is provided in the Confidential Tender Evaluation Summary – Attachment A.
11. The single submission was assessed in accordance with the approved evaluation criteria being:
  - (a) demonstrated experience in delivery of similar IT facilities and services;
  - (b) meets the specification in the tender;

- (c) solution design and delivery plan;
- (d) service levels;
- (e) environmental management;
- (f) Workplace Health & Safety;
- (g) lump sum fee and schedule of rates; and
- (h) financial and commercial trading integrity including insurances.

### **FINANCIAL IMPLICATIONS**

12. There are sufficient funds available for this project within the 2015/16 capital and operational budgets, with the forward estimates considered in the long term financial plan.

### **RELEVANT LEGISLATION**

13. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2005 and the City's Contracts Policy.
14. Attachment A contains confidential commercial information of the tenderers and details of the City's tender evaluation and contingencies which, if disclosed, would:
- (a) confer a commercial advantage on a person with whom the City is conducting (or proposes to conduct) business; and
  - (b) prejudice the commercial position of the person who supplied it.
15. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise the City's ability to move forward fairly and commercially to achieve the best outcome for its ratepayers.

### **CRITICAL DATES / TIME FRAMES**

16. The current facilities are past their useful life and are no longer meeting public expectations. The need to negotiate is likely to extend the period required before the new equipment will be available in libraries and centres.

### **OPTIONS**

17. Council has the following options in regard to this requirement:
- (a) reject the response and re-advertise, which is not recommended as it is considered this will not attract additional submissions;
  - (b) reject all responses and negotiate with suitable suppliers; or
  - (c) establish the capability to purchase, configure, install and support the facilities internally by purchasing and installing the devices and creating and filling a number of staff positions to implement and manage the service with availability over 7 days and extended hours.

18. This report recommends option (b), with option (c) being the fall back if a satisfactory supplier cannot be found.

**ANN HOBAN**  
Director City Life

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