

**ITEM 12. TENDER - CLOUD BASED RESOURCE BOOKING SYSTEM**

**FILE NO: S121334**

**TENDER NO: 1470**

**SUMMARY**

This report provides details of the tenders received for the provision of a Cloud Based Resource Booking System to improve services to the community by enabling them to book City venues and activities online.

The Resource Booking System application will enable a range of activities and facilities that require a booking to be made by a public end user, typically residents and members of the community, businesses and visitors. The application will be configured to utilise the City's existing Online Business Services platform and payment gateway.

The proposed system will include capacity to:

- book a space or venue – a basketball court, park or meeting room;
- book a place on a course – training or recreational course offered at a specific location;
- book a meeting – attendance at a meeting with Council staff; or
- register for an activity such as holiday child program offered through a community centre.

This report recommends that Council accept the tender offer of Tenderer 'A' for a Cloud Based Resource Booking System.

**RECOMMENDATION**

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'A' for the supply of a Cloud Based Resource Booking System for a period of three years with two optional one-year extensions; and
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender.
- (C) authority be delegated to the Chief Executive Officer to exercise the option referred to in clause (A), if appropriate, and negotiate the price to extend the contract accordingly.

**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 offers a range of activities and facilities that require a booking to be made by the end user, typically residential members of the community, businesses and visitors. At present, there are a number of disparate methods and systems being used to support, manage the availability and book the City's resources and services. It is estimated that, in total, there are approximately 20,000 public bookings completed each year for the current range of activities and facilities offered by the City.
2. The provision of an online booking system was identified in the initial development of the online business services requirements. In line with the City's Information, Communication and Technology Strategic Plan, procuring a system solution using cloud technologies and approaches was considered to be the optimal outcome, as the City needed a dynamic flexible application capable of responding to a wide range of needs and users.
3. A small project was established to define the requirements for a cloud based booking "system" that would yield process efficiencies, enhance existing and provide new customer service functionality and complement the existing online business services provided by the City.
4. The proposed system will include capacity to:
  - (a) book a space or venue – a basketball court, park or meeting room;
  - (b) book a place on a course – training or recreational course offered at a specific location;
  - (c) book a meeting – attendance at a meeting with City staff; or
  - (d) register for an activity such as holiday child program offered through a community centre.
5. The scope did not include the capability to book services for the City's aquatic centres or major venues, as these functions have purpose specific systems operating currently.
6. The specification also did not allow for tenderers to provide any advertising on the system, either by itself or in lieu of any charging, or any scenario where pricing is based on a percentage of a booking fee.

## **INVITATION TO TENDER**

7. The Tender was advertised in The Daily Telegraph, The Sydney Morning Herald and the City's e-Tender portal on Tuesday 14 October 2014, with submissions closing on the 4 November 2014.

**TENDER SUBMISSIONS**

8. Five submissions were received from the following organisations:

- Booking Bug Ltd
- Go Bookings Australia
- Infinite Networks Pty Ltd
- Links Modular Solutions Pty Ltd
- Ungerboeck Systems International Pty Ltd

9. No late submissions were received.

**TENDER EVALUATION**

10. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.

11. The relative ranking of tenders, as determined from the total weighted score, is provided in the Confidential Tender Evaluation Summary – Attachment A.

12. All submissions were assessed in accordance with the approved evaluation criteria, being a two stage process according to the following criteria:

**(a) Stage 1 (all submissions)**

- (i) ease of configuration and use;
- (ii) extent of booking coverage;
- (iii) ability to integrate with Council's existing payment gateway;
- (iv) demonstrated successful operational service capability;
- (v) pricing approach;
- (vi) Workplace Health and Safety; and
- (vii) financial and commercial trading integrity, including insurances.

**(b) Stage 2 (short-listed compliant submissions)**

- (i) work through nominated booking scenarios; and
- (ii) review a sample of current business uses and volumes.

**PERFORMANCE MEASUREMENT**

13. The tender required that the proposed system will need to:

- (a) comply with the City's due diligence framework for cloud based systems; and

- (b) establish service levels for support (support desk and incident management processes).
14. It is proposed that the contract period will be for an initial three years with an option to extend for another two years.

**FINANCIAL IMPLICATIONS**

15. There are sufficient funds allocated to implement this project within the 2015/16 Information Services Capital Projects, incorporated within the City's plant and asset budget, and within the operating budget and future years' forward estimates in relation to the ongoing service fee.

**RELEVANT LEGISLATION**

16. 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.
17. Attachment A contains confidential commercial information of the tenderers and details of Council's tender evaluation and contingencies which, if disclosed, would:
- (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business; and
  - (b) prejudice the commercial position of the person who supplied it.
18. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers.

**CRITICAL DATES / TIME FRAMES**

19. It is expected that a number of facilities would be available for bookings by the community in early 2016 in accordance with the current implementation schedule.

**OPTIONS**

20. The City could continue with the current ad hoc approach to managing its multiple booking processes for a range of facilities and services, however, this is not conducive with the City's philosophy to provide quality, effective and efficient services to its community, with 24 x 7 convenient access that will be achieved with the implementation of a Cloud Based Resource Booking system.

**BILL CARTER**

Chief Finance Officer

Geoff Burton, Business Planning and Performance Manager