

**ITEM 15. TENDER - TALENT MANAGEMENT SYSTEM**

**FILE NO: S121490**

**TENDER NO: 1550**

**SUMMARY**

This report provides details of the results of a tender for the supply, installation, commissioning and ongoing support and maintenance of a Talent Management System for the City of Sydney.

The City utilises a range of business and technology systems to manage human resources, including a payroll and employee management system, a learning management system and a recruitment system.

To take advantage of advances in technology and to better integrate the existing human resources systems, the City tendered for an integrated Talent Management System.

A Talent Management System is a single integrated cloud system that is used to manage the workforce at various points in the employee lifecycle. It includes modules for recruitment, performance management, learning and development and workforce planning.

The introduction of a Talent Management System will streamline human resources operations by eliminating many paper transactions, free up staff resources to dedicate more time to employee facing programs and services. The City will also be able to retire a number of non-integrated systems.

Tender submissions were called for appropriately experienced and qualified vendors to supply, install, integrate with existing systems, commission and provide ongoing support of a Talent Management System solution.

The tender proposed the implementation and a three year subscription to support and maintain a cloud-based solution.

Eleven tender submissions, offering various options, were received and evaluated.

This report recommends that Council accept the tender offer of Tenderer 'A' for a Talent Management System.

**RECOMMENDATION**

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'A' to supply, install, integrate with existing systems, commission and provide ongoing support of a Talent Management System for a period of three years; and
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender.

**ATTACHMENTS**

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

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

## **BACKGROUND**

1. There is a business need for systems that will improve efficiency, effectiveness and integrity of human resources business processes. A review of human resources systems at the City showed that there was an opportunity to better integrate a range of human resources business processes and systems, and to automate some processes currently being performed manually.
2. The state of the market was reviewed and responses to an Expression of Interest showed that there was no single solution that could address all of City's requirements, and there was insufficient advantage to warrant the cost or risk associated with changing the existing payroll and time and attendance systems. The Expression of Interest did identify a number of integrated solutions that could address the remaining requirements. These requirements related to functions referred to as Talent Management.
3. A Talent Management System is a single integrated cloud system that is used to manage the workforce at various points in the employee lifecycle. It includes modules for recruitment, performance management, learning and development and workforce planning.
4. The introduction of a Talent Management System will streamline human resources operations by eliminating many paper transactions, free up staff resources to dedicate more time to employee facing programs and services. The City will also be able to retire a number of non-integrated systems
5. Tender submissions were called for appropriately experienced and qualified vendors to supply, install, integrate with existing systems, commission and provide ongoing support of a Talent Management System.

## **INVITATION TO TENDER**

6. The tender was advertised in The Sydney Morning Herald and The Daily Telegraph and on the Council's E-Tender website on Tuesday 15 September 2015.
7. The tender was open to the public from Tuesday 15 September to Tuesday 13 October 2015.

## **TENDER SUBMISSIONS**

8. Submissions were received from the following 11 organisations (listed alphabetically):
  - Cornerstone OnDemand Australia Pty Ltd
  - Datacom Business Services Pty Ltd
  - Discovery Consulting Group Pty Ltd
  - HCL Australia Services Pty Ltd
  - Infor Global Solutions (ANZ) Pty Ltd
  - KAL Technologies Pty Ltd

- Mercury Search and Selection Pty Ltd
- Nebular Consulting Pty Ltd
- PageUp People Pty Ltd
- Subscribe-Software Pty Ltd
- Veritec 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) demonstrated company experience in the provision of relevant IT Software;
  - (b) functional requirements;
  - (c) non-functional requirements;
  - (d) schedule of prices;
  - (e) financial and commercial trading integrity including insurances; and
  - (f) Work Health & Safety.

### **PERFORMANCE MEASUREMENT**

13. Performance measurement will be through regular reporting to the City on service levels for support (support desk and incident management processes targets).

### **FINANCIAL IMPLICATIONS**

14. There are sufficient funds allocated for this project within the current year's budget and in future years' forward estimates.

### **RELEVANT LEGISLATION**

15. 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.
16. 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.
17. 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**

18. It is expected that at least one of the Talent Management System modules will be available for City employees and managers during 2016 and the remainder by 2018.

**OPTIONS**

19. Accept the tender offer of Tenderer 'A', to supply, install, integrate with existing systems, commission and provide ongoing support for a period of three years.
20. The only other option is to not proceed with a Talent Management System solution as proposed. This is not recommended. The introduction of a Talent Management System at the City is a necessary step in improving and maintaining a high level of service to the City's staff.

**PUBLIC CONSULTATION**

21. There has been no public consultation regarding the tender.

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