

ITEM 16. TENDER - MANAGED WEB HOSTING

FILE NO: 2015/417850

TENDER NO: 1543

SUMMARY

This report details Part B of the City's tender for managed web hosting services. Part B specifies the services required to deliver the City's marketing and campaign websites.

Part A of the tender has been awarded and contracts executed after Council's endorsement of the report in November 2015.

Council accepted the offer of Tenderer 'B' for Part B of the tender but, before the contract was executed, Tenderer 'B' withdrew their submission.

It is recommended that the contract is offered to the tenderer who ranked second in the evaluation. Tenderer 'D' has the ability to perform the work required to a high standard, as specified in the tender. Tenderer 'D' has confirmed that their original submission for Part B remains valid for acceptance.

The City uses third parties to provide the server infrastructure and internet connectivity to support a number of campaign and marketing sites, like Sydney New Year's Eve, Creative City Sydney and Sydney Food Trucks.

The purpose of Part B of the tender is to secure managed web hosting services for marketing and campaign websites for the next three years, with an option for a one plus one renewal, subject to satisfactory performance.

This report recommends that Council accept the tender offer of Tenderer 'D' for Part B, managed web hosting services (campaign and marketing websites).

RECOMMENDATION

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'D' for Part B, for a period of three years, with two further options of one year each, subject to satisfactory performance;
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender; and
- (C) authority be delegated to the Chief Executive Officer to exercise the options referred to in clause (A), if appropriate, and negotiate the price to extend the contract accordingly.

ATTACHMENTS

Attachment A: Tender Evaluation Summary (Confidential)

Attachment B: Schedule of Rates (Confidential)

(As Attachments A and B are confidential, they will be circulated separately from the agenda paper and to Councillors and relevant senior staff only.)

BACKGROUND

1. The City uses third parties to deliver its corporate website and a number of campaign and marketing sites, like Sydney New Year's Eve, Creative City Sydney and Sydney Food Trucks. Using a third party to deliver these services is a widely used practice across all levels of government in Australia and overseas.
2. The City must outsource for these services, as the City does not have the ability to deliver cloud-based infrastructure and software, or employ the expertise required to manage and maintain these platforms.
3. A service to deliver secure, managed web hosting for campaign and marketing websites is required for at least the next three years.
4. The tender was presented in two parts:
 - (a) Corporate website (Part A); and
 - (b) Campaign and marketing sites (Part B).
5. Organisations were invited to respond in whole or in part as follows:
 - (a) Part A only;
 - (b) Part B only; or
 - (c) Parts A and B combined.
6. The City reserved the right to proceed to award whole, part or none of the tender.
7. Part A of the tender has been awarded and contracts executed after Council's endorsement of the report in November 2016.
8. Council accepted the offer of Tenderer 'B' for Part B of the tender but, before the contract was executed, Tenderer 'B' withdrew their submission.

INVITATION TO TENDER

9. The tender was advertised in The Sydney Morning Herald, The Daily Telegraph and Council's E-Tender web site – Tenderlink on 1 September 2015, and closed on 22 September 2015.

TENDER SUBMISSIONS

10. Five submissions were received for Part B from the following organisations (listed alphabetically):
 - ac3 The Australian Centre for Advanced Computing and Communications
 - Anchor Systems Pty Ltd
 - Hostworks Limited
 - Ladoo Pty Ltd
 - WebCentral Pty Ltd t/a Melbourne IT Enterprise Services

11. One late submission was received.

TENDER EVALUATION

12. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
13. The relative ranking of tenders as determined from the total weighted score is provided in the confidential Tender Evaluation Summary – Attachment A.
14. All submissions were assessed in accordance with the approved evaluation criteria being:
- (a) previous work experience;
 - (b) proposed solution;
 - (c) proposed implementation plan;
 - (d) ongoing management and support;
 - (e) environmental management;
 - (f) Workplace Health & Safety;
 - (g) financial and commercial trading integrity including insurances; and
 - (h) lump sum price and schedule of rates.

PERFORMANCE MEASUREMENT

15. Performance measurement criteria include:
- (a) monthly uptime percentage;
 - (b) response to support calls;
 - (c) page speed;
 - (d) capability to handle traffic spikes; and
 - (e) scalability of solution.

FINANCIAL IMPLICATIONS

13. This tender is for the provision of services that replace an existing arrangement for which there are funds available in the 2015/16 operating budgets.

RELEVANT LEGISLATION

14. 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.

15. Attachments A and B contain 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.
16. 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

17. Migration to the new hosting services for the campaign and marketing sites to be completed by September 2016.

OPTIONS

18. Should the City not proceed with new contracts for managed web hosting, the only option is to continue existing arrangements on an ad hoc basis, at a greater cost over time, and increased security risks.

PUBLIC CONSULTATION

19. Public consultation was not required.

SYD CASSIDY

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