

ITEM 12. TENDER - MEETING PAPER SYSTEM AND BOARD PORTAL

FILE NO X005027

TENDER NO: 1711

SUMMARY

This report provides details of the tenders received for a meeting paper system and board portal solution intended to:

- (a) replace the City's existing paper-based printing, assembling and distribution processes for Council and committee papers; and
- (b) extend the City's current secure electronic distribution capabilities for Council and committee papers and other associated documentation.

As previously reported to Council, the City has undertaken a comprehensive review of its current in-house Council and committee paper management system. Based upon the review findings, the City is now seeking to replace its current in-house paper-based system with an "off the shelf" best practice system that will:

- (a) promote further efficiency in Council and committee paper business processes; and
- (b) eliminate risk that would otherwise be associated with the ongoing support and maintenance of an in-house custom built system (which, given the age of the system, would likely require significant redevelopment and investment to keep pace with changes in technology and meet the needs of the City into the future).

The tender scope comprises two separate components: a meeting paper system (encompassing meeting paper related processes such as report, agenda, minute and action item creation); and a board portal solution, (the mechanism for the secure electronic distribution of Council and committee papers) with tenderers being invited to respond to either or both components.

A total of seven tender submissions were received and evaluated. This included one for the meeting paper system component only and a further three for the board portal component only. Three tenderers submitted a response covering both components.

This report recommends that Council accept the tender offer of Tenderer 'C' for both the Meeting Paper System and Board Portal components of the tender.

RECOMMENDATION

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'C' for the implementation, licensing, training and support of a Meeting Paper System and Board Portal solution for a period of five years, with the option of two extensions, the first for three years and the second for two years;

- (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)

BACKGROUND

1. For more than a decade, the City has been using a purpose built in-house Council and committee paper management system to produce, collate and publish Council and committee papers.
2. The City has undertaken a comprehensive review of its current in-house system. Based upon the review findings, the City is now seeking to replace its current in-house paper-based system with an “off the shelf” best practice system.
3. In particular, the review noted the following weakness or risks associated with the current system:
 - (a) there is a resource dependency risk, with only one member of staff having a detailed technical understanding of the system;
 - (b) formatting or structural changes, such as the addition of a new committee, cannot be implemented without rewriting of computer code;
 - (c) there can be inconsistency in report creation processes, resulting in considerable final checking and time-consuming reformatting by Secretariat; and
 - (d) review processes are undertaken in multiple formats, electronically, manually and in hard copy, depending upon the stage of the review process.
4. It is expected that the introduction of a new meeting paper system and board portal solution will:
 - (a) eliminate risk associated with the continued operation and maintenance of an in-house custom built system;
 - (b) enhance end-to-end business processes for report preparation and approval, agenda creation, minutes and resolutions of council, as well as the publishing of Council and committee papers;
 - (c) extend the City’s current secure electronic distribution capabilities for Council and committee papers and other associated documentation; and
 - (d) deliver an enhanced user experience with a purpose-built public website (which will likely provide the ability for staff and members of the public to download relevant information to a mobile device).
5. The tender scope comprised two separate components, a meeting paper system (encompassing meeting paper related processes such as report, agenda, minute and action item creation) and a board portal, (the mechanism for the secure electronic distribution of Council and committee papers) with tenderers being invited to respond to either or both components.
6. The tender proposed a five year agreement, with two extensions, the first for three years and the second for two years. Each extension is to be at the City’s sole discretion.

7. On 27 February 2017, Council approved the extension of a contract with Diligent Board Services for the provision of a board portal up to 31 January 2019. This contract will remain in place as the board portal for the Councillors and Executive, the decision makers, at the City of Sydney.

INVITATION TO TENDER

8. The tender was advertised in The Sydney Morning Herald and The Australian newspapers and on the Council's E-Tender website on Tuesday 28 February 2017.
9. The tender was open to the public from Tuesday 28 February 2017 to Tuesday 28 March 2017.
10. Four submissions were received for the Meeting Paper System from the following organisations:
- Harbour Software Pty Ltd
 - Infocouncil Pty Ltd
 - Modern Mindset Ltd
 - Object Consulting Pty Ltd.
11. Six submissions were received for the Board Portal from the following organisations:
- Diligent Board Services Australia Pty Ltd
 - Harbour Software Pty Ltd
 - Intelligence Bank Pty Ltd
 - Modern Mindset Ltd
 - Object Consulting Pty Ltd
 - Task Exchange Pty Ltd.
12. No late submissions were received.

TENDER EVALUATION

13. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
14. The relative ranking of tenders as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
15. All submissions were assessed in accordance with the approved evaluation criteria, being:
- (a) the lump sum price and schedule of prices;
 - (b) fit with functional requirements;
 - (c) fit with non-functional requirements;
 - (d) relevant work experience;
 - (e) implementation plan;
 - (f) training and support methodologies;

- (g) Work, Health and Safety; and
- (h) financial and commercial trading integrity, including insurances.

PERFORMANCE MEASUREMENT

- 16. Performance measurement will be conducted according to the Contract Management Plan.

FINANCIAL IMPLICATIONS

- 17. There are sufficient funds allocated for this project within the current year's capital works budget and future years' forward estimates.

RELEVANT LEGISLATION

- 18. 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.
- 19. 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.
- 20. 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

- 21. It is anticipated that the project will commence during around the fourth quarter of 2017 with the expectation that the Council and committee papers will be prepared and published using the new system during the first half of 2018.

PUBLIC CONSULTATION

- 22. There has been no public consultation regarding the tender.

MONICA BARONE
Chief Executive Officer

Leander Klohs, Executive Manager, Office of the CEO