

Tender - Reject and Negotiate - City Archives Management and Public Access System - CAMPAS

File No: **X006651.001**

Tender No: **1716**

Summary

This report provides details of the tenders received for the City Archives Management and Public Access System (CAMPAS).

The City's archives date back to the establishment of the City Council in 1842, and comprise 12,000 shelf metres of items. Collectively, the current archives systems hold over 850,000 catalogued items. For the most part, the archives are unique to the City and are legislatively required for permanent retention.

This project is for the acquisition of a new system (or systems) that will provide:

- functionality for the full range of processes required for the management of City archives (including paper, electronic, systems data and a range of various formats of archival information); and
- the provision of access to the public through an innovative self-service web-based search portal.

The system(s) will replace the 10 back end systems and 10 front end systems and websites currently used. Two of the main backend systems currently used are no longer supported. One of those systems does not support the capture of digital objects and some of the existing systems do not provide access to the public.

The CAMPAS project aligns to the City's Digital Strategy. The City is digitising its highly valued historic records to enable easier access to members of the public and City staff.

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 all tenders received for the City Archives Management and Public Access System (CAMPAS), for the reasons set out in the confidential Tender Evaluation Summary, Attachment A to the subject report;
- (B) Council does not invite fresh tenders, as it is considered that inviting fresh tenders would not attract additional suitable vendors over and above those that have responded to this tender;
- (C) authority be delegated to the Chief Executive Officer to enter into negotiations with any person with a view to entering into a contract in relation to the subject matter of the tender; and
- (D) authority be delegated to the Chief Executive Officer to enter into a contract with a suitable vendor following the completion of negotiations.

Attachments

Attachment A. Tender Evaluation Summary (Confidential)

Background

1. This project is for the acquisition of a new system (or systems) that will provide functionality for the full range of processes required for the management of City archives (including paper, electronic, systems data and the range of various formats of archival information) and the provision of access to the public through an innovative self-service web-based search portal.
2. The City's archives date back to the establishment of the City Council in 1842, and comprise 12,000 shelf metres of items. Collectively, the current archives systems hold over 850,000 catalogued items. For the most part, the archives are unique to the City and are legislatively required for permanent retention.
3. The new system(s) will replace the 10 back end systems and 10 front end systems and websites currently used. Two of the main current backend systems are no longer supported. One of those systems does not support the capture of digital objects, which is an issue as City records are increasingly being created in digital format. Some of the existing systems do not provide access to the public.
4. The CAMPAS project will address these issues. It is anticipated the new system(s) will also provide improved business processes and be flexible to allow for future growth and development. It will provide enhanced access to the City's archives by both staff and members of the public.

Invitation to Tender

5. The tender was advertised in The Sydney Morning Herald, The Daily Telegraph and Council's eTender website (Tenderlink) on Tuesday 23 May 2017.
6. The tender was open to the public from Tuesday 23 May 2017 to Tuesday 27 June 2017.

Tender Submissions

7. Five submissions were received from the following organisations:
 - Axiell Pty Ltd;
 - Ex Libris Australia Pty Ltd;
 - New Zealand Micrographic Services Ltd;
 - Search Tech Pty Ltd; and
 - Tekno Pty Ltd.
8. No late submissions were received.

Tender Evaluation

9. All members of the Tender Evaluation Panel signed Pecuniary Interest Declarations. No pecuniary interests were noted.
10. The tender evaluation is provided in the Confidential Tender Evaluation Summary – Attachment A.
11. All submissions were assessed in accordance with the approved evaluation criteria being:
 - (a) Knowledge and qualifications of staff/contractors, including:
 - (i) background and qualifications of key personnel;
 - (ii) same or similar project experience and qualifications; and
 - (iii) number of staff/contractors with relevant experience.
 - (b) Demonstrated experience in services of a similar nature, capability, and qualifications, including:
 - (i) feedback from reference sites;
 - (ii) quality of reference engagements; and
 - (iii) experience across multiple industry sectors including Government.
 - (c) Company profile and management practices, including:
 - (i) corporate structure;
 - (ii) history;
 - (iii) stakeholder/account management; and
 - (iv) quality assurance procedures.
 - (d) Fit with functional requirements, including, but not limited to:
 - (i) fit with functional requirements.
 - (e) Fit with non-functional requirements, including, but not limited to:
 - (i) fit with non-functional requirements;
 - (ii) training and support methodologies;
 - (iii) program and methodology; and
 - (iv) program delivery (implementation plan).
 - (f) Assumptions and conditions, including:
 - (i) impact on delivery and scope.

- (g) Financial and commercial trading integrity, including:
 - (i) insurances; and
 - (ii) compliance with Work Health and Safety policy.
- (h) The lump sum price and schedule of prices

Performance Measurement

- 12. The City will use the following General Key Performance Indicators to evaluate performance of the successful bidder. Key Performance Indicators (with repeating activities) will be used to evaluate performance against the Service Level Agreement, negotiated between the Council and the Tenderer and associated governance arrangements.
- 13. Performance will be evaluated regularly, at least annually, over the lifetime of the contract. Performance for repeating activities will be assessed, at least quarterly. Each assessment will form the basis of the performance review.
- 14. General Key Performance Indicators are:
 - (a) service reliability;
 - (b) quality of work;
 - (c) time;
 - (d) reporting;
 - (e) communication; and
 - (f) WHS compliance.
- 15. Key Performance Indicators (with repeating activities) are:
 - (a) defect response and resolution (within agreed timeframes);
 - (b) system availability;
 - (c) provision of software updates and patches (within agreed timeframes);
 - (d) maintenance of system documentation including release notes, user guides and administration manuals as a result of system changes or updates;
 - (e) conformance to agreed support model and resolution of support calls (within agreed timeframes); and
 - (f) periodic incident reporting.

Financial Implications

16. There are sufficient funds allocated for this project within the current year's IT capital budget and future years' forward IT capital and unit operating budgets..

Relevant Legislation

17. 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.
18. 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.
19. 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

20. The anticipated start date for the implementation phase of this project is May 2018.

Options

21. Council has the following options to consider in regard to this tender requirement:
 - (a) reject the responses received and re-advertise, which is not recommended as it is considered this will not attract additional submissions; or
 - (b) reject all responses and negotiate with suitable suppliers.
22. This report recommends option (b) above to enter into negotiations with selected vendors.

23. Implications of not proceeding with this project include limited access by the public to the full City's archives, limited capability to capture digital objects, and no capability to ensure digital objects remain accessible over time as digital formats change. Also, the City will not be able to achieve targeted project outcomes of:
- (a) improved public self-service through consolidation of existing systems and simpler but more powerful search functions;
 - (b) improved management of the City's extensive archives collection;
 - (c) capability to manage digital archives; and
 - (d) greater public visibility of the City's archives collection.

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Director Workforce and Information Services

Michael Smith, City Archivist