

## **Item 11.**

### **Tender - Integrated Workplace Management System - TRIRIGA**

**File No: X039337**

**Tender No: T-2020-422**

#### **Summary**

This report provides details of the tenders received for services to implement and support the City's Integrated Workplace Management System TRIRIGA.

In the past, the City's property service delivery model was an integrated contract with BGIS which utilised BGIS's own Management Information Systems to carry out their services. In 2018, this model changed into four separate maintenance, real estate, compliance and utility services engagements. Ventia, the newly engaged facility management supplier, was chosen to implement a new Management Information System to support the City's property services.

Phase one was an "out of the box" delivery of facility management and limited property management functionality using the chosen IBM TRIRIGA platform. The City reviewed the system implementation at the end of phase one and decided to engage with the market for the delivery of the next phase. Hence this tender for Integrated Workplace Management System TRIRIGA implementation and support services.

The Tender consists of Part A - Requirements and Solution Design, Part B - Implementation and Transition, and Part C - Support and Maintenance. The City is proposing to enter into an initial three-year agreement with two optional two-year extensions for a possible total of seven years.

## **Recommendation**

It is resolved that:

- (A) Council accept the tender offer of Tenderer A for the delivery of Parts A, B and C of the Integrated Workplace Management System TRIRIGA project for the amounts outlined in Confidential Attachment A to the subject report, for a period of three years, with the option of two extensions of two years each if appropriate;
- (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. Utilising an outsourced service model, the City's Property Services team leverage several supplier partners to manage the City's building assets with a value exceeding \$2b, delivering an annual revenue of circa \$80m, at an annual cost and expenses budget of circa \$40m.
2. To improve and optimise property management services, the City has changed its service delivery model from an integrated contract (previously with BGIS) delivering maintenance, real estate, compliance and utility services, to four separate engagements with "best of breed" suppliers in each of the specialist areas.
3. The previous integrated model utilised the supplier's Management Information Systems to record, track and manage operational and financial transactions for all four service streams. This is no longer possible due to the disaggregation of the services across four separate engagements.
4. As such, the City made a decision to adopt a model whereby the City will have a license to use TRIRIGA and manage the Management Information System, requiring all four specialist providers to transact within the new singular system.
5. To ensure operational stability and minimise operational risk during the critical transition period the implementation of the new system was planned in two distinct phases.
6. Phase one was a fast "out of the box" implementation delivering facility management and limited property management functionality with minimal configuration and customisation to meet the City's needs.
7. The City required its newly engaged facility management supplier, Ventia, to undertake the implementation of this initial phase as Ventia was the first contracted entity. This commenced in January 2018. The system selected was IBM's TRIRIGA product, which was identified as a leading Integrated Workplace Management System platform and provided the functionality required by the City.
8. Following phase one completion, the City reviewed the implementation and decided to engage with the market for the delivery of the next phase. This included the procurement of the services of an experienced TRIRIGA implementation partner. A deed of variation to the facility management agreement has been negotiated with Ventia to remove the Management Information System from the scope of their services, once the new implementation partner is appointed (through this Tender).
9. Phase two of the implementation of the system, which is the subject of the current tender, includes required functions associated with utility management and compliance management, as well as required configurations and customisations. This is needed following the engagement of the remaining specialist suppliers, utility and compliance management, Energetics in June 2019, and MBM pl in September 2019.
10. The scope of the Integrated Workplace Management System TRIRIGA tender is the enhancement of the property management and facility management functionality, implementation of space management and capital project management as an option. The scope also includes the ongoing TRIRIGA licensing and managed support services.

11. The implementation of phase two of this project is the final and essential stage in the new property service delivery model, delivering a single source of truth for all property related functions and transactions.

### **Invitation to Tender**

12. The process commenced with an Expression of Interest, followed by the selection of the three top scoring tenderers to participate in Early Contractor Involvement workshops within a selective Request for Tender.
13. On 24 July 2020, the Expression of Interest was promoted via social media, direct contacts, LinkedIn and professional associations websites, and released on the same day.
14. By mid-August 2020, twelve tenderers responded to the Expression of Interest within the designated timeframe, and in early September 2020, the Tender Evaluation Panel shortlisted the top four tenderers. One Tenderer withdrew from the process post shortlisting.
15. On 11 September 2020, the City released a draft Request for Tender, with the three remaining tenderers signing a Participation Agreement and taking part in a series of Early Contractor Involvement workshops. The workshops concluded on 7 October 2020.
16. The City released the finalised Request for Tender and contract documents on 14 October 2020 to the three tenderers. The tender was open for a further three weeks, closing 3 November 2020.
17. All three tenderers responded to the Request for Tender within the designated timeframe.
18. The process was overseen by an independent probity advisor.

### **Tender Submissions**

19. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
20. Twelve Expression of Interest submissions were received from the following organisations:
  - Asset People BV;
  - Certus Solutions Pty Ltd;
  - eCIFM Solutions Inc / eCIFM Solution Pty Ltd;
  - Elaine Chivers Consultancy Services Limited;
  - IBM Australia Ltd;

- Indicore ICT Pty Ltd;
  - Jones Lang Lasalle (NSW) Pty Limited;
  - MACS EU Ltd;
  - QDoT Solutions Private Limited;
  - Trixi Fm Pty Ltd;
  - Whitesmiths Group Pty Ltd; and
  - Wipro Limited.
21. No late Expression of Interest submissions were received.
22. Four tenderers were shortlisted and invited for a select Tender, with one withdrawing from the process and the other three providing submissions.
23. No late Request for Tender submissions were received.

### **Tender Evaluation**

24. The relative ranking of tenders as determined by the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
25. The tenders were scored in two parts, with the City having the option to choose a different tenderer for each part:
- (a) Parts A and B - Requirements and Solution Design, Implementation and Transition; and
  - (b) Part C - Support and Maintenance.
26. All submissions for Part A and B - Requirements and Solution Design, Implementation and Transition, were assessed in accordance with the approved evaluation criteria being:
- (a) demonstrated company experience in the successful provisioning of relevant IT Services, per TRIRIGA module, including alignment of the City's values, experience in delivering the same or similar service in recent projects and experience in TRIRIGA modules.
  - (b) proposed project team, knowledge and qualifications of staff/sub-contractors had relevant recent experience and qualifications that will be assigned to this project and demonstrated capacity and technical ability to carry out the work under the contract.
  - (c) a sound proposed program and methodology for the delivery of all TRIRIGA modules and their proposed schedule.

- (d) responses that met capabilities outlined for proposed product/solution/service attributes including user interfaces, architecture, service/solution management and integration.
  - (e) demonstrated commitment to Work, Health and Safety performance and its associated practices, procedures and management.
  - (f) demonstrated financial and commercial trading integrity, including insurances.
  - (g) the lump sum price.
27. All submissions for Part C - Support and Maintenance, were assessed in accordance with the approved evaluation criteria being:
- (a) demonstrated company experience in the in the successful provisioning and delivery of support and maintenance services, per TRIRIGA module, including alignment of the City's values, experience in delivering the same or similar service in recent engagements with other organisations and experience in TRIRIGA modules.
  - (b) proposed project team, knowledge and qualifications of staff/sub-contractors had relevant recent experience and qualifications that will be assigned to this project and demonstrated capacity and technical ability to carry out the work under the contract.
  - (c) a sound approach for the delivery of support services, including account management, change request and issue management and escalation procedures, and performance management against agreed service levels and performance targets.
  - (d) responses that met capabilities outlined for proposed product/solution/service attributes including user interfaces, architecture, service/solution management and integration.
  - (e) demonstrated commitment to Work, Health and Safety performance and its associated practices, procedures and management.
  - (f) demonstrated financial and commercial trading integrity, including insurances.
  - (g) the lump sum price.

### **Performance Measurement**

28. The City will use the following General Key Performance Indicators to evaluate and monitor performance of the successful tenderer for Parts A and B and Part C:
- (a) service delivery;
  - (b) quality of works;
  - (c) timeliness;
  - (d) reporting;

- (e) communication; and
  - (f) Work, Health and Safety compliance.
29. For Part C the following repeating Key Performance Indicators are used:
- (a) service up-time (excluding planned outages);
  - (b) support availability;
  - (c) issues resolved within target SLA timeframes;
  - (d) KPI Reporting – timeliness; and
  - (e) planned maintenance.

### **Financial Implications**

30. There are sufficient funds allocated within the 2020/21 Technology and Digital Services Capital Budget and future year forward estimates to implement core components as set out in Confidential Attachment A. Funding for optional additional services will be sought in future budget iterations. Operating costs are included in future year operating expenditure forward estimates.

### **Relevant Legislation**

31. 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.
32. Local Government Act 1993 - Section 10A provides that a council may close to the public so much of its meeting as comprises the discussion of information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business.
33. 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.
34. 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**

35. No statutory, external or internal deadlines exist.

36. Contract execution will take place in December 2020.
37. Commencement of Part A and B - Requirements and Solution Design, Implementation and Transition will take place in January 2021.
38. Transfer of Part C - Support and Maintenance Services from existing service provider will take place in June 2021.

### **Options**

39. Maintaining the current limited system functionality is not recommended, as it exposes the City to operational risks due to use of manual data tracking across multiple systems.
40. Progressing with phase two of the project as recommended will enable the City to realise the full benefits of the new property service delivery model.

### **Public Consultation**

41. Public consultation was not undertaken prior to this tender being released.

### **AMIT CHANAN**

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