



SPECIAL COUNCIL

MINUTES

(Open to the public)

Monday 16 December 2019

Council Chamber, 8 Inglesby Road, Camberwell.

Commencement 8.31pm

Attendance Councillor Cynthia Watson (Mayor)
Councillor Phillip Healey
Councillor Lisa Hollingsworth
Councillor Steve Hurd
Councillor Jim Parke
Councillor Coral Ross
Councillor Felicity Sinfield
Councillor Garry Thompson
Councillor Jack Wegman

Apologies Councillor Jane Addis (Leave of Absence)

<u>Officers</u>		
Phillip Storer		Chief Executive Officer
Bruce Dobson		Director Customer Experience and Business Transformation
Daniel Freer		Director Environment and Infrastructure
Carolyn Terry		Executive Manager People Culture and Development
David Thompson		Manager Governance
Gail Power		Manager Arts Facilities Business
Haydon Sampson		Chief Information Officer
Jeanine Nieuwenhuizen		Chief Customer Officer
Jacinta Barnes		Project Change Manager
Jacinta Stevens		Program Management Office Lead
Jennifer Reid		Business Process Optimisation Lead
Chitra Ashok		Manager, Enterprise Data, Integration and Development
Vipin Singhal		Technical Delivery Lead
Mans Bassi		Program Director
Helen Pavlidis		Acting Coordinator Governance
Eren Cakmakkaya		Media and Advocacy Specialist

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1. Apologies

Councillor Addis - Leave of Absence

2. Declaration of conflict of interest of any councillor or council officer

Nil

3. Presentation of officer reports

3.1 **Boroondara Customer First Program External Delivery Partner - Contract No. 2020/27**

This report seeks Council endorsement for the award of Contract No. 2020/27, Boroondara Customer First Program External Delivery Partner.

A Business Case for the Customer First Program (Program) was finalised in April 2019 and funding for implementation of the Business Case was included in the 2019/20 Council Budget and Long Term Financial Strategy. The Business Case includes a roadmap setting out 19 initiatives to be delivered over a five-year Program implementation period. The first phase of activity under the roadmap is mobilisation, which includes a number of activities essential to establishing the Program and setting it up for success. The Business Case anticipates the Program to be resourced by a mix of Council personnel and a contracted delivery partner.

This tender seeks an External Delivery Partner to support the Council to plan, design and manage the implementation of the Program.

The tender comprises two key components:

1. A fixed price Stage 1 engagement involving the delivery of key Business Case mobilisation outcomes; and
2. The ability for Council to engage the External Delivery Partner as a strategic partner to assist in delivery of the Program set out in the Business Case adopted by Council as part of the 2019/20 budget over the five-year implementation period.

The tender was publicly advertised on 14 September 2019 in accordance with the requirements of section 186 of the *Local Government Act 1989* and tenders closed on 14 October. 11 submissions were received.

Following a detailed evaluation process, this report recommends Council enter into contract 2020/27 with Deloitte Consulting Pty Ltd and approve expenditure of up to \$3,190,000 (including GST) comprising Stage 1 services at a fixed price of \$1,434,225 (including GST) and further services associated with the implementation of the Boroondara Customer First Program business case to be incurred by 30 June 2021 for a total cost not exceeding \$1,765,775 (including GST).

Following the detailed program plan being developed as part of the Stage 1 activities, a report will be presented to Council relating to future expenditure for services under the contract.

With the exception of the items noted above, Council does not guarantee the appointed contractor a minimum quantity of work in relation to any of the contract components. The amount of further works performed will be in accordance with the need for an External Delivery Partner to assist the delivery of future stages of work under the Customer First Program and budgetary allocations each year.

Confidential information is contained in **Attachment 1**, as circulated in the confidential section of the agenda attachments, in accordance with Section 89(2) of the *Local Government Act 1989*, as the information relates to contractual matters and premature disclosure of the information could be prejudicial to the interests of Council or other persons. This item has been included in the public agenda to facilitate transparency and accountability in Council's decision making.

If discussion of the confidential information in the attachments to this report is required in order for Council to make a decision, this item will be deferred to the confidential section of the agenda.

MOTION

Moved Councillor Healey

Seconded Councillor Hurd

- 1. Award Contract No. 2020/27, Boroondara Customer First Program External Delivery Partner, to Deloitte Consulting Pty Ltd (ACN 611 750 648) and enter into a Master Services Agreement with Deloitte for a period of up to 5 years.**
- 2. Approve expenditure of up to \$3,190,000 (including GST) under this contract comprising:**
 - a. Stage 1 services at a fixed price cost of \$1,434,225 (including GST); and**
 - b. Further services associated with implementation of the Boroondara Customer First Program business case to be incurred by 30 June 2021 at the Service Category schedule of rates contained within the confidential section of this report for a total cost not exceeding \$1,765,775 (including GST).**
- 3. Note the cost to Council after the return of GST Input Credits is \$2,900,000.**
- 4. Authorise the Director Customer Experience and Business Transformation to execute the contract agreement with Deloitte Consulting Pty Ltd.**
- 5. Note this contract provides the ability for Deloitte Consulting Pty Ltd as External Delivery Partner to be engaged through statements of work for further services associated with implementation of the Boroondara Customer First Program over a period of up to five years from the contract commencement date, in accordance with the Service Category schedule of rates included in the confidential section of this report.**

- 6. Note a report will be provided to Council in relation to future expenditure for services under this contract beyond the commitment in item 2 of this resolution following the detailed program planning being undertaken as part of the Stage 1 activities.**

- 7. Note expenditure under this contract relating to item 2 above is in accordance with Council's 2019/20 adopted budget and expenditure in future years will be in accordance with Council's approved budget allocations.**

CARRIED

The meeting concluded at 8.48pm

Confirmed

Chairperson

Date
