

7 Presentation of officer reports

7.1 Contract No. 2020/95, Council Chambers Audio Visual Modernisation and Managed Services

Abstract

This report seeks Council endorsement for the award of Contract No. 2020/95, Council Chambers Audio Visual Modernisation and Managed Services. This contract will enable Council to replace ageing and obsolete audio visual (AV) technology used within the Council Chamber and the adjoining rooms/areas that support Council Meetings. The current systems, which were introduced in 1995, can inhibit the effective running of Council meetings with audio issues arising and with limited options to effectively display information visually for the benefit of community members in attendance. There is also no ability currently to effectively live-stream meetings nor allow for interaction with off-site meeting participants. The term of the contract will be three years which also includes ongoing support and maintenance services.

The new AV technology will improve the ease of interaction between Councillors, Council Staff and members of the public, attending either in person or remotely. It will help increase transparency in decision making through the ability to provide a quality live-stream of meeting proceedings and will enable community members to present more effectively to Council. The technology proposed will also aid the Meeting Chair and Governance staff to more efficiently facilitate and oversee each meeting.

The cost of this Contract in 2020-21 is \$750,265 incl. GST (i.e. \$682,059 excl. GST) which is in accordance with Council's current adopted budget. Expenditure in future years (estimated at \$61,721 incl. GST) will be in accordance with approved budget allocations, with a total estimated cost of \$811,986 incl. GST (i.e. \$738,169 excl. GST) over the three year period.

Confidential information is contained in **Attachment 1**, as circulated in the confidential section of the agenda attachments, in accordance with Section 66(2)(a) and the definition of 'confidential information' in Section 3(1) of the *Local Government Act 2020* as the information relates to private commercial information, being information provided by a business or commercial undertaking that if released, would unreasonably expose the business or commercial undertaking to disadvantage. 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.

Officers' recommendation

That Council resolve to:

1. Award Contract No. 2020/95, Council Chambers Audio Visual Modernisation and Managed Services, to Insight Systems Group Pty Ltd, (ACN 107 338 634) as the trustee for Insight Systems Unit Trust (ABN 30 789 180 282) for a period of three (3) years at a total estimated cost of \$811,986 incl. GST. The estimated total cost to Council after the return of the GST Input Credits is \$738,169.
2. Note that expenditure under this contract in 2020-2021 is in accordance with Council's September Amended budget and expenditure in future years will be in accordance with the approved budget allocations.
3. Authorise the Director Customer and Transformation to execute the contract on behalf of Council.

Responsible director: Bruce Dobson, Director Customer and Transformation

1. Purpose

The purpose of this report is for Council to give consideration to the awarding of Contract No. 2020/95, Council Chambers Audio Visual Modernisation and Managed Services.

2. Policy implications and relevance to community plan and council plan

The procurement was undertaken via a public Invitation to Tender advertised in the local government tenders section of "The Age" and on Council's website, satisfying the requirements of Section 186 of the Local Government Act 1989. It also complies with the requirements contained within Council's adopted Procurement Policy.

Establishing the proposed contract is aligned with:

• Council Plan 2017-21:

- Strategy 7.2: Ensure transparent decision making through open governance processes.
- Strategy 7.4: Provide enhanced online services to our community, placing the customer at the centre of everything we do, with a focus on making Council more efficient and effective.
- Strategy 7.5: Ensure sound financial management while allocating resources to deliver strategic infrastructure and services that meet community needs.

• Boroondara Community Plan 2017-27:

- Strategic Objective 7 to "Ensure that ethical, financial and socially responsible decision making reflects community needs and is based on principles of accountability, transparency, responsiveness and consultation".

• ICT Strategy 2019-2024:

- ICT Objective IO-2: Cost Effective and Value for Money
- ICT Objective IO-5: Easy to Operate and Support
- ICT Objective IO-7: Innovative and Adaptable

3. Background

The existing audio visual (AV) systems within the Council Chamber, two supporting meeting rooms (used to increase public seating capacity) and the Civic Foyer are end-of-life. The current systems were introduced in 1995 and can no longer be effectively supported due to their age. The current systems can inhibit the effective running of Council meetings, with audio issues arising and with limited options to visually display information within the Council Chamber, supporting meeting rooms and in the Civic Foyer when large numbers of people attend the meetings. Additional equipment is currently hired in for use when a particularly large attendance is expected at meetings.

The current systems do not provide the ability to live-stream Council meetings to the public and allow off-site participant/attendee interaction (unless meetings are conducted using individual video conferencing technologies as has been the requirement during the COVID-19 pandemic). The experience for members of the public whom attend Council meetings is variable and not at a consistently acceptable standard, which is especially the case with respect to displaying content on the large screen and for community members making presentations to Council.

This project will therefore replace and/or upgrade most of the AV technology used within the Council Chamber and the adjoining rooms/areas that support Council Meetings when additional seating capacity is required. The new AV technology will improve the ease of interaction between Councillors, Council Staff and members of the public, attending either in person or remotely. It will help increase transparency in Council decision making through the ability to provide a quality live-stream of the meeting proceedings and will enable community members to present more effectively to Council. The technology specified will also aid the Meeting Chair and Governance staff to more efficiently facilitate and oversee each meeting.

To undertake the proposed works, Council requires the services of a suitably qualified organisation.

Invitation to Tender

Council initially invited tenders from suitably qualified organisations to undertake the Council Chambers Audio Visual Modernisation and Managed Services. An Invitation to Tender was advertised in the local government tenders section of "The Age" on Saturday, 22 February 2020 and on Council's website. The closing date for submissions was 4:00pm, Friday 20 March 2020.

In response to the advertisement, Council received six submissions:

- Citadel Technology Solutions Pty Ltd
- ENGIE AV Technologies Pty Ltd
- Fredon Technology (Vic) Pty Ltd
- Insight Systems Group Pty Ltd
- Multitek Solutions Pty Ltd
- Rutledge Engineering (Aust) Pty Ltd (One Diversified (Aust) Pty Ltd)

With the onset of the COVID-19 pandemic, and the need to prioritise critical unplanned work including the establishment of technology to allow for and support remote working, evaluation of the tender was deferred. COVID-19 also provided an opportunity to review the project specifications and ensure technologies to allow for live streaming of Council meetings to the public and for off-site attendee participation in meetings through video conferencing capabilities were included within the tender specifications. Accordingly, a revised set of requirements was issued to each tenderer on 23 August 2020 with submissions received on 4 September 2020.

4. Outline of key issues/options

As summarised above, the original evaluation period was deferred and an Addendum with updated requirements was subsequently issued to each tenderer. Tenderers were advised the tender was still active and all conditions of tender remained in place.

The delivery of the project will be overseen on a day to day basis by one of Council's Senior Project Managers and supported by other Council staff within the Transformation & Technology and Governance & Legal Departments.

5. Consultation/communication

The following stakeholders have provided input and/or been consulted with in the preparation of this report:

- Chief Transformation and Technology Officer
- Acting Chief Financial Officer
- Chief Information Officer
- Senior Project Manager
- IT Infrastructure Services Lead
- IT Solutions Architect
- Governance Projects Officer

6. Financial and resource implications

Council's 2020-21 September Amended budget contains a total approved allocation of \$719,292 excl. GST to undertake the audio visual technology upgrades as proposed within the contract. At the time of writing the report, 100% of the allocated budget remains available.

The budget required in 2020-21 to cover implementation, support and maintenance is \$682,059 excl. GST. The balance of this budget allocation will be used for other project costs not related to the proposed contract.

Expenditure in future years of \$56,110 excl. GST to cover ongoing annual support costs will be included in future budgets.

7. Governance issues

The implications of this report have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.

The officers responsible for this report have no direct or indirect interests requiring disclosure.

8. Social and environmental issues

There are no direct social or environmental issues in the outcomes of the actions outlined in this paper.

9. Evaluation and review

The tender evaluation report is provided as **Confidential Attachment 1.**

As a result of the tender evaluation, the evaluation panel recommends Council award Contract No. 2020/95, Council Chambers Audio Visual Modernisation and Managed Services to:

- Insight Systems Group Pty Ltd, (ACN 107 338 634) as The Trustee for Insight Systems Unit Trust (ABN 30 789 180 282)

for a total cost of \$811,986 (incl. GST). The cost to Council after the return of the GST Tax Input Credits is \$738,169.

Manager: David Thompson, Manager Governance and Legal

Report officer: Steven Tieu, Project Manager