

## 3 Presentation of officer reports

### 3.1 Contractual Matter

#### Abstract

This report seeks Council endorsement for the award of Contract No's: 2020/216, Data & Analytics; 2020/218 Identity and Access Management (IDAM); and 2020/237 Enterprise Collaboration (collectively referred to below as the platform solutions).

Council's current information technology environment has a number of limitations which impede the ability to effectively use and analyse information for service provision and decision making. Appropriate cyber security measures are critical to ensure data and information is adequately protected. The three platform solutions which are the subject of this report address these issues and are key components of the technical architecture required to deliver improved service and experience for the Boroondara community. They are also key to achieving Council's Customer First vision and are identified in the Business Case adopted by Council in April 2019 and in the Detailed Program Plan subsequently developed. Information regarding the individual solutions is included in section 3 of this report.

The initial stage of the procurement activity was an Expression of Interest (EOI) process. The EOI for the three platform solutions (along with two others that are not the subject of this report) was released to the open market on 27 June 2020 and closed on 3 August 2020. Interested parties were able to express an interest for one or more of the technology platform solutions. In response to the advertisement, Council received 16 submissions for the Data & Analytics EOI, 12 submissions for the Identity and Access Management EOI, and 10 submissions for the Enterprise Collaboration EOI.

After assessing the EOI responses and refining specification requirements, the second stage of the procurement activity was a Request for Tender process to shortlisted parties that sought an outcome-based fixed price covering implementation and initial operation of the platforms, along with a proposal for managed services for the tenderers to provide support and maintenance of the platforms for a set period.

The Request for Tender (RFT) was issued to short-listed parties on 7 December 2020 with a closing date of 13 January 2021. Four submissions were received for the Data & Analytics RFT, five submissions for the IDAM RFT, and four submissions for the Enterprise Collaboration RFT.

Following a detailed evaluation process, this report recommends Council enter into contracts with Accenture Australia Pty Ltd (ACN 096 776 895) for the three platform solutions; Data & Analytics, IDAM and Enterprise Collaboration, at a total expenditure of \$7,953,000 including GST for a fixed priced implementation of the proposed solutions and managed services for a period up to 36 months. It also includes the cost of Saviynt software licenses for 36 months which are required for the IDAM solution. Saviynt provides the universal platform needed by Council to practice standardised and repeatable access governance over its digital assets and services, protecting Council's digital information.

A Probity Advisor and Probity Auditor were appointed to ensure the procurement process for these platform solutions met all probity requirements.

Council does not guarantee the appointed contractor the maximum managed service period. This will be subject to the services being provided to the satisfaction and discretion of Council.

Confidential information is contained in **Attachment 1, Attachment 2, Attachment 3** and **Appendix C** 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's: 2020/216, Data & Analytics; 2020/218 Identity and Access Management; and 2020/237 Enterprise Collaboration to Accenture Australia Pty Ltd (ACN 096 776 895) and enter into Services Agreements for a fixed price implementation cost plus managed services up to 36 months, subject to Council's discretion, and saviynt licenses for 36 months.
2. Approve the total expenditure of up to \$7,953,000 (including GST) under these agreements comprising fixed price implementation and managed services up to a period of 36 month as per the following solution totals:
  - a. Data and Analytics total cost \$4,532,000 (including GST);
  - b. Identity and Access Management (IDAM) total cost \$2,046,000 (including GST), noting this price also includes the cost of the required saviynt licenses for 36 months; and
  - c. Enterprise Collaboration total cost \$1,375,000 (including GST).
  - d.
3. Note the cost to Council after the return of GST Input Credits is \$7,230,000.
4. Authorise the Director Customer and Transformation to sign and execute the contract agreements with Accenture Australia Pty Ltd on behalf of the Council and to authorise invoices to an amount of \$7,953,000 (including GST).
5. Note expenditure under this contract is in accordance with Council's 2020/21 adopted and foreshadowed budgets and expenditure in future years will be in accordance with Council's approved budget allocations.

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**Responsible director: Bruce Dobson, Director Customer and Transformation**

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## 1. Purpose

This report seeks approval to engage Accenture Australia Pty Ltd under Contract No's: 2020/216, Data & Analytics; 2020/218 Identity and Access Management (IDAM); 2020/237 Enterprise Collaboration at a total cost of \$7,953,000 including GST for the provision of a fixed price implementation cost plus managed services support up to a period of 36 months. It also includes the cost of saviynt licenses for 36 months which provides the universal platform needed by Council as part of the IDAM platform to practice standardised and repeatable access governance over its digital assets and services, protecting Council's digital information.

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

This procurement process has been carried out in accordance with the requirements of the *Local Government Act 1989*, Council's Procurement Policy and sound probity practices and principles.

This contract aligns with:

- Council Plan 2017-21
- Boroondara Community Plan 2017-27
- Strategic Objective 7 *'Ensure that ethical financial and socially responsible decision making reflects community needs and is based on principles of accountability, transparency, responsiveness and consultation'*.
- Strategy 7.4 is particularly relevant to the delivery of the Customer First Program - *'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'*.

Council's Customer Experience Improvement Strategy (CEIS).

## 3. Background

Council's current information technology environment has a number of limitations which impede the ability to effectively use and analyse information for service provision and decision making. Appropriate cyber security measures are critical to ensure data and information is adequately protected.

The contracts recommended for award in this report are for three software platform solutions which address these issues and are key components of the technical architecture required to deliver improved service and experience for the Boroondara community.

They are also key to achieving Council's Customer First vision and are identified in the Business Case adopted by Council in April 2019 and in the Detailed Program Plan subsequently developed, and are scheduled to be delivered in the 2020/21 and 2021/22 financial years.

A brief summary of each platform is as follows:

The **Data and Analytics platform** will bring together customer interactions from multiple Council systems and relevant external data sources and have them within one common platform. This enables process efficiencies by providing easy access of this data to employees and opens up secure self-service options for customers. Having the data in one common platform will allow analysis across the consolidated data sets to derive insights on Council's performance and community needs which will enable more consistent, efficient and proactive service delivery and decision-making. The future customer account website function will draw its information from the data platform.

The **Identity and Access Management (IDAM)** platform is critical in ensuring information is secure and protected by the most up to date cyber security methods and tools. This platform also allows customers to use the same username and password across multiple systems such as libraries or the Arts and Events systems to book tickets. The security protocols will also be applicable to Council employees.

The **Enterprise Collaboration** platform will provide information to staff to enable them to be efficient and focus on the right priorities in serving our community, as well as increasing the service delivery options available to community members. Microsoft Teams will be implemented, allowing an option for customers to meet 1:1 with Council employees virtually and receive information displayed live online as opposed to needing to come into the Council office. The platform will enable task based prioritisation for employees ensuring staff are focused on high priority customer tasks.

These three platforms deliver enabling capabilities which once combined create functionality to address existing deficiencies and deliver improved outcomes for customers, while ensuring appropriate security over data and information.

### **Invitation to tender**

In accordance with Council's procurement procedures and Section 186 of the *Local Government Act 1989*, through an open market process Council invited Expression of Interest (EOI) from suitably qualified organisations for the delivery of the required platform solutions. An invitation to respond was advertised in the local government tenders section of "The Age" newspaper on Saturday 27 June 2020 and on Council's tender website, eProcure. The closing date for EOI submissions was 3 August 2020.

In response to the advertisement, Council received 16 submissions for the Data & Analytics EOI, 12 submissions for the IDAM EOI, and 10 submissions for the Enterprise Collaboration EOI.

After a detailed evaluation of the EOI responses, the following vendors were shortlisted to progress to the next procurement stage being a Request for Tender (RFT):

Data & Analytics	IDAM	Enterprise Collaboration
<ul style="list-style-type: none"> <li>• Accenture</li> <li>• Datacom Systems</li> <li>• Deloitte Consulting</li> <li>• Ernst &amp; Young</li> <li>• Wipro Technologies.</li> </ul>	<ul style="list-style-type: none"> <li>• Accenture</li> <li>• Deloitte Consulting</li> <li>• Empired</li> <li>• Ernst &amp; Young</li> <li>• Wipro Technologies</li> <li>• PricewaterhouseCoopers</li> </ul>	<ul style="list-style-type: none"> <li>• Empired</li> <li>• Accenture</li> <li>• Deloitte Consulting</li> <li>• Thomas Duryea Logicalis</li> </ul>

The RFT was issued to the selected vendors on 7 December 2020 and closed on 13 January 2021. Responses were received from all shortlisted parties other than Datacom Systems and PricewaterhouseCoopers.

### Tender probity

An independent external Probity Advisor and Probity Auditor were appointed to ensure the procurement process met all probity requirements.

## 4. Outline of key issues/options

The RFT sought an outcome-based fixed price covering implementation and initial operation of the platforms, along with a proposal for managed services for the tenderers to provide support and maintenance of the platforms for a set period.

### Tender Evaluation

The tender evaluation criteria for this contract were:

- **Compliance with Specifications** - Tenderers demonstrate an understanding of both the intent and specifics of the requirements, and have provided a compliant Response based on the requirement's compliance type.
- **Implementation** - Tenderers demonstrate the capabilities, via methodologies and techniques, quality management processes, previous experience, to deliver the deliverables and outcomes requested by the RFT.
- **Ongoing Support** - Tenderers demonstrate relevant and contemporary experience in past and current work in providing the required support and Managed Services. This includes suitability of service reporting and a comprehensive set of plans to support the ongoing operations of the platform.
- **Skilled resources** - Tenderers demonstrate the relevant experience and availability of skilled personnel and subconsultants Pre, During and Post implementation and ongoing support.
- **Innovation and value add** - Tenderers demonstrate innovative approaches and cross-industry and sector thinking that can results in function, cost or timeline value-adds.
- **Total price and best value to Council.**

In addition to the implementation and operation requirements, the Evaluation Team also evaluated the responses to the managed services proposal for extended operational support.

Following detailed evaluation of the tender responses in accordance with the tender evaluation plan, Accenture Australia Pty Ltd was selected as the recommended vendor for each of the platform solutions.

The Tender Evaluation Reports for each of the platform solutions are included as **Confidential Attachment 1** (Data & Analytics), **Confidential Attachment 2** (Identity and Access Management) and **Confidential Attachment 3** (Enterprise Collaboration).

The proposal submitted by the recommended vendor identifies a hybrid delivery model that is resourced by a mix of Council and vendor personnel to ensure an uplift of capability and capacity within Council.

## 5. Consultation/communication

As noted earlier, an independent external Probitry Advisor and Probitry Auditor were appointed to ensure the procurement process met all probity principles as outlined within the *Best Practice Procurement Guidelines*, issued by Local Government Victoria and the probity principles outlined in Council's Procurement Policy adopted by Council in June 2020.

## 6. Financial and resource implications

The tendered cost of the three platform solutions is consistent with the estimated costs allowed for in the detailed program plan and reflected in Council's adopted 2020/21 budget and foreshadowed budget amounts in future years.

## 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.

This tender process has been carried out in accordance with the requirements of section 186 of the *Local Government Act 1989* and Council's Procurement Policy.

## 8. Social and environmental issues

No issues were identified.

## 9. Evaluation and review

The detailed tender evaluation reports for each of the tender evaluations are provided as **Confidential Attachment 1** (Data & Analytics), **Confidential Attachment 2** (Identity and Access Management) and **Confidential Attachment 3** (Enterprise Collaboration).

## 10. Conclusion

As a result of the tender evaluations, the evaluation team and evaluation committee recommendations are to award Contract No's: 2020/216, Data & Analytics; 2020/218 Identity and Access Management (IDAM); 2020/237 Enterprise Collaboration to Accenture Australia Pty Ltd for a fixed priced implementation of the proposed solutions and managed services up to a period of 36 months and saviynt licenses for 36 months at a total cost of \$7,953,000 including GST. The cost to Council after the return of the GST Tax Input Credits is \$7,230,000.

**Manager:** Jennifer Reid, Manager Strategy and Performance

**Report officer:** Jacinta Stevens, Enterprise Project Management Office Lead