

## 7.4 Contract No 2020/217 - Enterprise Booking Tool

### Abstract

This report seeks Council endorsement for the award of Contract No: 2020/217 Enterprise Booking Tool (EBT).

Council has identified the need for a flexible enterprise booking system to support customer engagement with the Council, and provide community members with the ability to book free and paid venues, outdoor spaces and individual resources owned and managed by the Council. In addition to overall bookings management functions, the EBT will also include ticketing and event management capability and assist with licensing, permits, contracts, referrals and payments for outdoor spaces and other assets/events.

The contract recommended for award in this report is for the implementation and support of an Enterprise Booking Tool (EBT) system which addresses these needs and is a key component of the technical architecture required to deliver improved service and experience for the Boroondara community.

The EBT is also key to achieving Council's Customer First vision and is identified in the Business Case adopted by Council in April 2019 and in the Detailed Program Plan subsequently developed, with implementation scheduled in the 2020/21 and 2021/22 financial years.

The initial stage of the procurement activity was an Expression of Interest (EOI) process. The EOI for the EBT system (along with EOIs for four other platform solutions which 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 eight submissions for the Enterprise Booking Tool solution.

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 system, along with a proposal for managed services for the tenderers to provide support and maintenance of the system for a set period.

The Request for Tender (RFT) was issued to five short-listed parties on 17 December 2020 with a closing date of 29 January 2021. At the time of closing all five tenderers submitted a proposal for consideration.

Following a detailed evaluation process, this report recommends Council enter into a contract with Programus Australasia Pty Ltd (ACN 626 121 953) for the EBT system solution at a total expenditure of \$547,470 including GST for a fixed priced implementation of the proposed solution and managed services for a period of up to five years.

A Probity Advisor and Probity Auditor were appointed to ensure the procurement process for the five platform solutions collectively (including the EBT system) 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** 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: 2020/217 Enterprise Booking Tool to Programus Australasia Pty Ltd (ACN 626 121 953) and enter into Services Agreements for a fixed price implementation cost plus managed services for up to five years, subject to Council's discretion, at a total cost of \$547,470 (including GST).
2. Note the cost to Council after the return of GST Input Credits is \$497,700.
3. Authorise the Director Customer and Transformation to sign and execute the contract agreement with Programus Australasia Pty Ltd on behalf of the Council and to authorise invoices to an amount of \$547,470 (including GST).
4. 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.

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

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**1. Purpose**

This report seeks approval to engage Programus Australasia Pty Ltd under Contract No: 2020/217 at a total cost of \$547,700 including GST for the provision of a fixed price implementation cost plus managed services support for a period of five years.

**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 has identified the need for a flexible enterprise booking system to support customer engagement with the Council, and provide community members with the ability to book free and paid venues, outdoor spaces and individual resources owned and managed by the Council. In addition to overall bookings management functions, the EBT will also include ticketing and event management capability and assist with licensing, permits, contracts, referrals and payments for outdoor spaces and other assets/events.

The contract recommended for award in this report is for an Enterprise Booking Tool (EBT) system which addresses these needs and is a key component of the technical architecture required to deliver improved service and experience for the Boroondara community.

The EBT platform is also key to achieving Council's Customer First vision and is identified in the Business Case adopted by Council in April 2019 and in the Detailed Program Plan (DPP) subsequently developed, with implementation scheduled in the 2020/21 and 2021/22 financial years.

## 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 EBT solution. 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 eight submissions for the Enterprise Booking Tool

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):

- Accenture
- Deloitte
- Infosys
- Programus
- Ungerboeck

The RFT was issued to the selected vendors on 17 December 2020 and closed on 29 January 2021. Responses were received from all five shortlisted parties.

## Tender probity

A Probity Advisor and Probity Auditor were appointed to ensure the procurement process for the five platform solutions advertised concurrently (including the EBT system) 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 platform, along with a proposal for managed services for the tenderers to provide support and maintenance of the platform 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 result 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, Programus Australasia Pty Ltd was selected as the recommended vendor for the Enterprise Booking Tool solution.

The system proposed by Programus is currently used by over 20 local government councils and delivers enabling capabilities such as real time multi venue, facility and resource hire; public facing online bookings - including a casual booking, regular booking and sports allocation portal; public facing ticketing system to market, sell and manage Council's public event tickets, courses and classes. All these capabilities will deliver improved outcomes for our community.

The Tender Evaluation Report for the Enterprise Booking Tool is included as **Confidential Attachment 1**.

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**

The specification for the Enterprise Booking Tool has been informed by an understanding of customer requirements and representatives from Council departments whose services will be made available through the system. The evaluation team comprised a mix of business and technical experience.

## **6. Financial and resource implications**

The tendered cost of the EBT solution 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 is provided as **Confidential Attachment 1**.

**10. Conclusion**

As a result of the tender evaluation, the evaluation team and evaluation committee recommendations are to award Contract No: 2020/217 for a fixed priced implementation of the proposed EBT solution and managed services up to a period of five years at a total cost of \$547,470 including GST. The cost to Council after the return of the GST Tax Input Credits is \$497,700.

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

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