

CT7326 PROVISION OF YRCONNECT PROPERTY & RATING DATA MIGRATION SERVICES

Report Author: Manager Information Services
Responsible Officer: Director Corporate Services
Ward(s) affected: All (All Wards);

The author(s) of this report and the Responsible Officer consider that the report complies with the overarching governance principles and supporting principles set out in the Local Government Act 2020.

CONFIDENTIALITY

Confidential information is contained in Attachments 1 and 2. This information relates to contractual matters and contains commercially sensitive information including, but not limited to, the name of tendering parties, the evaluation panel members, the tendered prices, and the evaluation of the tenders received against the published evaluation criteria.

Any disclosure of the information included within the confidential attachments to this report could be prejudicial to the interests of the Council or other parties. If discussion of this information is required, the Council is recommended to resolve that the item be deferred to the confidential section of the agenda when the meeting is closed to members of the public in accordance with Section 3(1)(g)(i)(g)(ii) of the *Local Government Act 2020*.

SUMMARY

This report summarises the tender evaluation process and seeks Council approval for one tenderer to be accepted for the provision of TechnologyOne Property and Rating Data Migration Services. The Contract will be for an initial period of two years with Council having the sole discretion to extend the Contract by up to an additional year.

The primary objective of this tender is to secure suitably qualified consultants to complement Council's YRConnect project team. These consultants will be responsible to provide data migration services, a highly specialised service to migrate property, rates, revenue, permit, receipts and other customer data from the current Infor Pathway software platform to the TechnologyOne software platform.

An advertisement calling for tenders was published on Council's online e-tendering portal and placed in The Age newspaper on Saturday 28 June 2023. Tenders closed on 17 July 2023 and four submissions were received.

The recommendation in this report has been formally endorsed by the evaluation panel.

RECOMMENDATION

That

- 1. Council accepts the recommendation to award Leander Business Consulting Pty Ltd with the contract for the provision of Property & Rating data migration services for an initial period of two years with a further one-year option available to a maximum value of \$1,064,000 under a Time and Materials arrangement.**
- 2. The confidential attachment to this report remains confidential indefinitely as it relates to matters specified under Section 3(1) (g)(i), (g)(ii) of the Local Government Act 2020.**

RELATED COUNCIL DECISIONS

There are no related Council decisions relevant to this item.

DISCUSSION

Background

In 2016, a review of Yarra Ranges' Corporate Systems identified an opportunity to improve internal and external service delivery and highlighted digital literacy, training, and development as key themes for improvement. This review specifically identified:

- Ageing business applications and infrastructure not supporting cloud / mobility.
- Significant fragmentation and duplication of information across the organisation resulting in lost time and process inefficiencies maintaining information residing in numerous and unconnected repositories.
- Lack of system integration not supporting collaboration or innovative work practices
- Disparate and multiple views of customer records i.e., no single view of customer
- Limited capability to service customers via contemporary channels i.e., online transacting, social media, etc.
- Lack of required functionality in many core systems combined with increased expectations by our Customers and Users of improved services and convenient application access available to them.

Following an extensive requirement gather exercise, as well as an Expression of Interest (EOI) and subsequent Request for Tender (RFT) process, Council awarded TechnologyOne the tender for the supply, implementation, and support of its OneCouncil solution on Tuesday 26 March 2019. The Contract was signed on Friday 29 March 2019.

The following key principles applied in determining the Corporate System selection, investment, development and planning for the future:

- Single view of customer and single sign on.
- Integration with existing corporate systems.
- Device agnostic and responsive/scalable display.
- Cloud platform option available (SaaS).
- Functionally near same or better than existing solution.
- Simple and clear user interface (online training available).
- Flexibility to cope with future needs (configured not customised).
- Proven solution operating successfully at other sites.
- Stability of supplier and can provide other consolidation options.
- Openness to low-risk applications that support specific needs (low number of staff).

The implementation of TechnologyOne OneCouncil solution is classified as Council digital transformation program, namely YRConnect, of which Property and Rating (P&R) is one of the components within the overall Program.

Since commencement, YRConnect has completed the transition of several TechnologyOne modules, namely Finance, Supply Chain Management, Enterprise Budgeting, Human Resource and Payroll, Enterprise Assets Management and Request Management.

The implementation of Corporate Performance Management, Enterprise Content Management, Project Lifecycle Management, Strategic Asset Management, IntraMaps and Property and Rating (including Enterprise Cash Receipting and eServices) is scheduled to occur over the next 24 months. Council is also set to enable digital self-service functionality through the OneCouncil online portal.

Options considered

This tender process has been carried out in accordance with the requirements of Council's procurement policy.

The procurement method for this tender was a single stage competitive open tender. An advertisement calling for tenders was published on Council's online e-tendering portal and placed in The Age newspaper on Saturday 28 June 2023. Tenders closed on 17 July 2023 and four submissions were received.

Tenders were assessed for conformity with the tender documents and no tenders were eliminated from further evaluation due to non-conformances. The Evaluation Panel scored tenders against pre-established evaluation criteria. A summary of the mandatory requirements and evaluation criteria is as follows:

Mandatory Requirements:

- Is an acceptable legal entity.
- Has met the insurance requirements.

- Will be compliant with Rapid Global prior to Contract Award.
- Tender has been received in full prior to tender closing time.
- Lodged in electronic form using Council's e-tendering portal.

| Evaluation Criteria | Weighting |
|--|------------|
| Price (Schedule of Rates) | 35% |
| Capability & Capacity <ul style="list-style-type: none"> • Completed Projects • Current Projects • Key Personnel | 35% |
| Timeframes / Services Program <ul style="list-style-type: none"> • Issue Identification • Escalation Procedures • Approach to Quality Management | 20% |
| Commitment to Quality & Sustainability <ul style="list-style-type: none"> • Local Sustainability • Social Sustainability | 10% |

Recommended option and justification

Following the evaluation process, the evaluation panel are unanimous in their decision to recommend the following provider be accepted for CT7326 - Provision of YRConnect Property & Rating Data Migration Services:

- Leander Business Consulting Pty Ltd

A detailed breakdown of the evaluation process is provided within the Confidential Attachments to this report.

FINANCIAL ANALYSIS

The budgeted costs for the provision of YRConnect Property & Rating Data Migration Services are \$1,064,000 combined for FY23/24 and FY24/25, to be managed under a Time and Materials arrangement.

The expenditure is set to commence following Council approval and anticipated to complete in June 2025.

Data migration costs are operational expenditure and there will be no further operational costs upon completion of the tendered consultancy services.

Funding is provided from budget allocated for the YRConnect digital transformation program.

The response to the tender process represents the best value for money taking into account proposed hourly rates being reflective of observed market value, experience of the recommended tenderer and positive reference checks received.

APPLICABLE PLANS AND POLICIES

This report contributes to the following strategic objective(s) in the Council Plan:

- High Performing Organisation – an innovative, responsive organisation that listens and delivers quality, value for money services to our community.

RELEVANT LAW

This report seeks Council approval to award a contract that complies with Section 108 of the *Local Government Act 2020*.

SUSTAINABILITY IMPLICATIONS

Sustainability has been considered as part of the project specification and evaluation process. The tenderers have responded to sustainability implications satisfactorily.

COLLABORATION, INNOVATION AND CONTINUOUS IMPROVEMENT

No collaboration with other Councils, Governments or statutory bodies was sought.

RISK ASSESSMENT

A risk assessment for the project was developed for the project and this has been considered as a part of the project design, contract terms and conditions and evaluation process.

Awarding this tender will address a risk in the program where it was identified that the implementation team has insufficient experience with migrating Property & Rating related data from Infor Pathway to TechnologyOne P&R, and needs to be complemented with specialised consultants.

CONFLICTS OF INTEREST

One member of the Tender Evaluation Panel declared a Conflict of Interest prior to the tender closing. Following the declaration, they were removed from the evaluation panel as it was considered a direct conflict of interest.

ATTACHMENTS TO THE REPORT

1. Evaluation Master (Confidential Attachment)
2. Evaluation Report (Confidential Attachment)