

TO: CHIEF EXECUTIVE OFFICER

**CC: MANAGER PEOPLE & CULTURE
MANAGER CONTRACTS & PROCUREMENT**

FROM: A/DIRECTOR CORPORATE STRATEGY & PERFORMANCE

FILE REF: 19/69463

DATE: 17 July 2019

TENDER 19044: Employee Assistance Provider

Issue

To consider Tender No: 19044 for the provision of Employee Assistance Provider.

Background

The City has sought to appoint a suitable qualified and experienced contractor to provide an Employee Assistance Program (EAP) for a period of three (3) years with options to extend, at the City's discretion for a further two (2), one (1) year terms or part thereof.

Detail

Tender 19044 for the provision of an Employee Assistance Program was advertised on 18 March 2019 and closed on 12 April 2019. A copy of the Request for Tender document is available at TRIM 19/99670. Addendum was issued 19/139439.

Essential details of the proposed contract are as follows:

Item	Detail
Contract Form	Goods and Services
Contract Type	Lump Sum and Schedule of Rates
Contract Duration	3 years
Commencement Date	August 2019
Expiry Date	July 2022
Extension Permitted	2 x 12 month or part thereof
Rise and Fall	CPI increases upon extensions

Tender submissions were received from the following:

1. Centrecare Inc T/A Access Wellbeing Services
2. Benestar Group Pty Ltd
3. BSS Employee Services Pty Ltd
4. Converge International Pty Ltd
5. Direction Psychological Services Pty Ltd
6. Headway Corporate Health Pty Ltd
7. SMG Health Pty Ltd

The Tender Evaluation panel comprised:

- Victoria Perryman, Snr HR Consultant (Chair and voting)
- Jan O'Halloran, Coordinator Culture and Capability (voting)
- Paul Hoskisson, A/Manager Waste Services (voting)
- Jonathon Miles, Coordinator OSH (voting)

Probity Oversight

Oversight to the tender assessment process was undertaken by the City's Contracts Officer.

Tender submissions were evaluated in accordance with the Tender Evaluation Plan (**TEP**). A copy of the TEP is available at TRIM 19/141038.

The TEP included the following selection criteria:

Item No	Description	Weighting
1	Price (assessed under Value for Money)	Not Weighted
2	Service delivery	40
3	Training and Support Tools	30
4	Demonstrated Capability	20
5	Key personnel, competency and availability	10

Price is NOT weighted for Tender evaluation purpose but assessed on a value for money basis.

The tender submissions were received as conforming and were all included for evaluation.

Evaluation Criteria 1 – Service Delivery (40%)

An assessment was made to determine the ranking based on the response to service delivery provided with the tender documentation:

Tenderer	Ranking
Converge	1
SMG Health	1
Benestar	1
Access Wellbeing Services	1
Direction Psychological Services	2
Headway	2
BSS Employee Services	3

Evaluation Criteria 2 - Training and Support Tools (30%)

The tenderer's training and support tools to provide an effective EAP was assessed in order evaluate their capability to meet the requirements of the contract. The assessment of this criterion resulted in the following ranking:

Tenderer	Ranking
SMG Health	1
Benestar	2
Access Wellbeing Services	3
Converge	4
Direction Psychological Services	4
Headway	4
BSS Employee Services	5

Evaluation Criteria 3 - Demonstrated Capability (20%)

The tenderer's relevant experience in demonstrating the achievement of meeting client expectations as presented in their tender submission were assessed in order to evaluate their capability to meet the requirements of the contract. Assessment of this criterion considered the tendering entity's credentials to fulfil the requirements of the contract. The assessment of this criterion has resulted in the following ranking;

Tenderer	Ranking
Converge International	1
SMG Health	1
Benestar	1
Access Wellbeing	2
Direction Psychological Services	3
Headway	4
BSS Employee Services	4

Evaluation Criteria 4 - Key personnel, competency and availability (10%)

The tenderer's resources as presented in their tender submission were assessed in order to evaluate their capacity to meet the requirements of the contract. Assessment of this criterion considered the tenderer's key personnel, staff resources, competency and availability to manage the contract. The assessment of this criterion has resulted in the following ranking:

Tenderer	Ranking
Benestar	1
SMG Health	1
Converge International	2
Access Wellbeing	2
BSS Employee Services	3
Direction Psychological Services	3
Headway	4

Weighted Assessment and Ranking

Tenderer's submissions were reviewed in accordance with the PEP with the following key observations:

- Price is not weighted and is included in the overall value for money assessment.

- The tenderers' submissions were evaluated in accordance with the selection criteria and were assessed as having suitable service delivery, training and support tools, demonstrated capability and suitably competent key personnel with availability to undertake the tender.
- The Employment Assistance Service is to be issued as a Single Supplier contract.

The qualitative weighted assessment (prior to presentations from the top four rated companies) resulted in the following tender ranking:

Tenderer	Ranking
SMG Health	1
Benestar	2
Access Wellbeing	3
Converge International	4
Direction Psychological Services	5
Headway	6
BSS Employee Services	7

Evaluation Criteria 5 - Price

Refer to confidential Attachment 1 for the overall evaluation of submissions including qualitative criteria and price. The fixed lump sum price was applied in the overall value for money assessment.

Presentations by selected tenderers and Overall Weighted Ranking

The top four rated companies - Access Wellbeing, Benestar, Converge International and SMG Health - were invited to meet with the Tender Evaluation panel to present their service. These presentations occurred on 5 June 2019 and 10 June 2019. Following the presentations the overall qualitative weighted assessment resulted in the following tender ranking:

Tenderer	Ranking
Converge International	1
Benestar	2
SMG Health	3
Access Wellbeing	4
Direction Psychological Services	5
Headway	6
BSS Employee Services	7

Overall Assessment and Comment

In accordance with the PEP, the submissions were assessed for compliance whilst satisfying the overall value for money assessment.

The tender submission from Converge International Pty Ltd achieved the highest ranking in accordance with the assessment criteria and weightings as detailed in the Procurement and Evaluation Plan and is therefore recommended as the successful tenderer.

Consultation

Nil

Statutory Compliance

Tenders were invited in accordance with the requirements of Section 3.57 of the *Local Government Act 1995*. The tendering procedures and evaluation complied with the requirements of Part 4 of the *Local Government (Functions and General) Regulations 1996*.

Strategic Implications

The proposal aligns with the following objective with the Strategic Community Plan 2017 – 2026:

Civic Leadership – Working with others to ensure the best use of our resources.

Economy – Progressive, connected communities that enable economic growth and employment.

Enterprise Risk Management Considerations

Risk Title	Risk Rating
CO-O11 People Management	Low
Accountability	Action Planning Option
Director Corporate Strategy & Performance	Manage

Risk Title	Risk Rating
CO-O13 Workplace Health & Safety	Low
Accountability	Action Planning Option
Director Corporate Strategy & Performance	Manage

The above risk/s relating to the issue have been identified and considered within the City's corporate risk register.

Financial and Performance Risk

Financial Risk

A financial risk assessment was undertaken as part of the tender evaluation process and the outcome of this independent assessment advised that Converge International has been assessed with a satisfactory financial capacity to meet the requirements of the contract.

Performance Risk

There have been no notices of disputes and/or claims with Converge and the City.

Independent reference checks have also indicated that the recommended tenderer has provided a strong professional EAP and critical incident service.

Refer to confidential Attachment 1 for full details of reference checks undertaken.

Social and Environmental (Sustainable Procurement) Considerations

The City's standard schedule was included in the Request for Tender documentation and Converge provided a copy of their EMS Manual setting out their commitment and obligations to environmental management. Converge take a sustainable approach to the environment and wider communities with continuous improvement to their Environmental Management System.

Broader Economic Impact Implications for the City of Wanneroo

The City's standard schedule was included in the Request for Tender documentation. Converge International has a Western Australian office with staff living locally in Perth.

Policy Implications

Tenders were invited in accordance with the requirements of the City's Purchasing Policy.

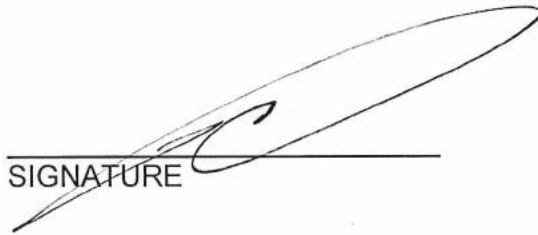
Financial (Budget) Implications

The costs associated with the Employee Assistance Program are included in the 728273.9399.229 Operational Budget.

Recommendation

That the Chief Executive Officer, in accordance with Delegation 1.1.14 - Choice of Most Advantageous Tender of the Delegated Authority Register for the awarding of tenders ACCEPTS the tender submitted by Converge International Pty Ltd for Tender 19044, for the provision of an Employee Assistance Program. The contract is for an initial 3 year term with a fixed lump sum of \$35,500 for year 1 and 2 and \$36,920 for year 3 and as per the schedule of rates contained within the tender submission.

APPROVED BY CHIEF EXECUTIVE OFFICER


SIGNATURE

22. 7. 19
DATE