

TENDER RECOMMENDATION REPORT

TO: CHIEF EXECUTIVE OFFICER

CC: MANAGER COMMUNITY FACILITIES

FROM DIRECTOR COMMUNITY & PLACE

FILE REF: 20/263247

DATE: 23 September 2020

**TENDER 19114 - SUPPLY, INSTALL, IMPLEMENTATION AND MAINTENANCE OF
MEMBERSHIP MANAGEMENT, SWIM SCHOOL, FACILITIES BOOKING AND PROGRAM
SOFTWARE SYSTEM(S)**

Issue

To consider Tender No: 19114 for the supply, installation, implementation and maintenance of membership management, swim school, facilities booking and program software system(s).

Background

The City is seeking to procure suitable software solution(s) as the current operating system CLASS, is no longer supported and must be replaced. Proposed solution(s) will seek to greatly improve customer experience, administration efficiencies and service offerings to customers through training, implementation and integration of a user friendly, flexible, leisure management system that will allow members and customers to manage their own experience by self-administrating their own bookings, membership management, swim school enrolment and program management system(s). The resulting contract will be for a period of three years with options to extend, at the City's discretion for a further two (2), one (1) year terms or part thereof.

Detail

Tender 19114 for the supply, installation, implementation and maintenance of membership management, swim school, facilities booking and program software system(s) was advertised on Wednesday 21 August 2019 and closed on Tuesday 17 September 2019. One Addendum was issued. Please refer to the Confidential attachment for additional information. The RFT also provided an option to award contracts on separable portions to invite a greater response from the market. Based on the submissions received these options were not utilised.

The bid validity of the Tenders has been confirmed.

Essential details of the proposed contract are as follows:

Item	Detail
Contract Form	Goods and Services
Contract Type	Fixed Lump Sum
Contract Duration	3 Years

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Item	Detail
Commencement Date	October 2020
Expiry Date	October 2023
Extension Permitted	2 x 12 month or part thereof

Tender submissions were received from the following companies:

- Centaman Systems Pty Ltd (Centaman)
- Links Modular Solutions Pty Ltd (Links Modular)

The Tender Evaluation panel comprised of

- Team Leader Health and Fitness (Wanneroo Aquamotion)
- Admin Officer/ Customer Service Officer (Wanneroo Aquamotion – Customer Service)
- Business System Analyst (Business Systems)
- Facilities Specialist – nonvoting (Community Facilities)

Probity Oversight

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

Tender submissions were evaluated in accordance with the Procurement and Evaluation Plan (PEP) which included the following selection criteria:

Item No	Description	Weighting
1	Suitability of Product/Solution Offered	50%
2	Details of Support & Maintenance Plan	35%
3	Implementation plan, experience and qualifications	15%

NON WEIGHTED CRITERIA

- (a) Price;
- (b) Sustainable procurement (Social and Environmental including Access and Inclusion considerations);
- (c) Assessment of the broader economic impact for the City of Wanneroo.

Pricing is not included in the qualitative criteria and is considered as part of the overall value for money assessment.

Both Tender submissions received were deemed as conforming.

Evaluation Criteria 1 – Suitability of Product/Solution Offered (50%)

An assessment was made to determine the ranking based on the product/solution offered in the tender submission in order to evaluate their capability to meet the requirements of the contract. Assessment of this criteria considered the customer experience and the ability to further streamline customer services, administration, reporting and integration of existing software and systems within the City.

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The assessment of this criterion has resulted in the following ranking:

Tenderer	Ranking
Centaman	1
Links Modular	2

Evaluation Criteria 2 – Details of Support & Maintenance Plan (35%)

An assessment was made to determine the ranking based on the support and maintenance plan offered in the tender submission in order to evaluate the capability to meet the requirements of the contract. Assessment of this criterion considered the availability of ongoing support and a clear outline/plan of ongoing maintenance and updates.

The assessment of this criterion has resulted in the following ranking

Tenderer	Ranking
Centaman	1
Links Modular	2

Evaluation Criteria 3 – Implementation Plan, Experience and Qualifications (15%)

The assessment of this criterion has resulted in the following overall ranking:

Tenderer	Ranking
Centaman	1
Links Modular	1

Overall Qualitative Weighted Assessment and Ranking

Tenderer's submissions were reviewed in accordance with the Procurement and Evaluation Plan with the following key observations:

- *Centaman's solution provided a more advanced level of business capability including Single Sign On, improved reporting through graphical representation of data for quick analysis, additional modules that provide opportunity across both Aquamotion and Kingsway, and access to increased support under a 24 hour support framework.*

The overall qualitative weighted assessment resulted in the following tenderer ranking:

Tenderer	Ranking
Centaman	1
Links Modular	2

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Price Assessment

Tenderer's submissions were reviewed on the option without the installation of access gates. The assessment was done on total cost of years one (1) to three (3). The price assessment resulted in the following tenderer ranking:

Tenderer	Ranking
Centaman	1
Links Modular	2

The Confidential attachment provides further breakdown on submitted prices.

Value for Money Assessment

The combined assessment of Price vs Qualitative Scores resulted in the following tender ranking (highest to lowest):

Tenderer	Ranking
Centaman	1
Links Modular	2

Overall Assessment and Comment

The tender submission from Centaman achieved the highest qualitative ranking in accordance with the assessment criteria and weightings as detailed in the Procurement and Evaluation Plan, satisfies the overall value for money assessment and is therefore recommended as the successful tenderer.

Through onsite demonstrations of proposed solutions, the functional specifications were updated based on the City's preferred integration requirements and changes clarified and confirmed with both tenderers.

Consultation

No external consultation was undertaken with this tender as both tenderers provided referee's from other WA based LGA's.

Internal advisory members from all relevant departments including Aquamotion, Kingsway Indoor Stadium, IT, Business Systems and Finance were invited to product demonstrations to review the proposed solutions and provide commentary as to how best the solutions will fit business requirements and assimilate to the organisation.

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 – 2027:

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

3.3 Progressive Organisation – Lead excellence and innovation in local government.”

Enterprise Risk Management Considerations

Risk Title	Risk Rating
CO-002 Technological Advancement	Moderate
Accountability	Action Planning Option
Director Corporate Strategy & Performance	Manage
Risk Title	Risk Rating
CO-005 Corporate Systems	Moderate
Accountability	Action Planning Option
Director Corporate Strategy & Performance	Manage
Risk Title	Risk Rating
CO-O17 Financial Management	Moderate
Accountability	Action Planning Option
Director Corporate Strategy & Performance	Manage

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 Centaman Systems Pty Ltd has been assessed with a 'satisfactory' financial capacity to meet the requirements of the contract.

Full details of the financial assessment are provided within the Confidential attachment.

Performance Risk

An independent reference check was undertaken as a part of the Financial Risk assessment. This reference check indicated that the recommended tenderer provides an efficient, adaptive system that is able to meet business needs.

Full details of the client reference is provided within the Confidential attachment.

Policy Implications

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

Financial (Budget) Implication

The budget associated with PR 4244 provides for the implementation and first year licensing costs of \$86,822 for the supply, installation, implementation and maintenance of membership management, swim school, facilities booking and program software system(s).

The funding for Year 1 (\$100,000) was originally approved by Council in 2019/20 and remained unspent. It has been included to the 2020/21 Budget as part of the carry forward adjustment process.

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Funding for licencing of Year 2 and onwards forms part of Business Systems 2021/2022 operational budget costs.

PR-4244 PMO20021 New Leisure Management Software	
Description	Expenditure
Total Budget (3 years):	200,470
Capital Budget	100,000
Capital Expenditure:	
Expenditure incurred 2020/2021	86,822
Contingency	13,178
Total Capital Expenditure	100,000
Operating Expenditure:	
Licences & Maintenance 2021/2022	38,235
Development Consultancy (reports & analytics) 2021/22	12,000
Licences & Maintenance 2022/2023	38,235
Development Consultancy (reports & analytics) 2022/23	12,000
Total Operating Expenditure	100,470
Total Contract Costs	200,470

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Recommendation:

That the Chief Executive Officer, in accordance with Delegation 1.1.14 (1) - Choice of Most Advantageous Tender of the Delegated Authority Register for the awarding of tenders ACCEPTS the tender submitted by Centaman Systems Pty Ltd for Tender 19114, for the Supply, Install, Implementation and Maintenance of Membership Management, Swim School, Facilities Booking and Program Software System(s) for a period of three (3) years with options to extend for a further two (2) x twelve (12) month, or part thereof, at the City's discretion, for the fixed lump sum of \$86,822 including licensing costs for Year 1 and as per schedule of rates in the tender submission in regards to ongoing licencing charges.

SUBMITTED BY HEALTH AND FITNESS TEAM LEADER



SIGNATURE

DATE

REVIEWED BY A/STRATEGIC PROCUREMENT ADVISOR



SIGNATURE

23/09/2020

DATE

ENDORSED BY MANAGER CUSTOMER & INFORMATION SERVICES




SIGNATURE

24/9/2020

DATE

ENDORSED BY FACILITIES SPECIALIST AQUAMOTION & KIS



SIGNATURE

DATE

RECOMMENDED BY DIRECTOR COMMUNITY & PLACE




SIGNATURE

24/9/20

DATE

APPROVED BY CHIEF EXECUTIVE OFFICER



SIGNATURE

29.9.20

DATE