EOI RECOMMENDATION REPORT

TO:	**CHIEF EXECUTIVE OFFICER**
FROM:	**DIRECTOR CORPORATE STRATEGY & PERFORMANCE**
CC:	**CHIEF OPERATING OFFICER**
FILE REF:	**25/256676**
DATE:	**16 July 2025**

EOI 25049: SUPPLY, IMPLEMENTATION & SUPPORT OF THE FOLLOWING BUSINESS INFORMATION SYSTEMS:

- **PROPERTY & RATES**
- **AND/OR CUSTOMER RELATIONSHIP MANAGEMENT**
- **AND/OR FACILITIES BOOKING**
- **AND/OR PERFORMANCE & LEARNING MANAGEMENT**

PURPOSE

The purpose of this memo is to recommend those respondents as 'acceptable tenderers' to proceed beyond the Expression of Interest (EOI) for the Supply, Implementation and Support of Four (4) Business Information Systems, and to outline their proposed allocation to the relevant Restricted Request for Tender (RRFT) stage of the process.

BACKGROUND

Following a systems review undertaken by Delos Delta, the City of Wanneroo (the City) issued an EOI for the supply, installation, ongoing maintenance, and technical support of the following business information systems: Property & Rates, Customer Relationship Management, Facilities Booking, and/or Performance & Learning Management. The purpose of this EOI was to identify whether a vendor could deliver a comprehensive solution capable of meeting the requirements of some or all these systems, in line with the targeted consolidation approach recommended by Delos Delta.

Vendors were invited to propose a unified solution covering all systems, a combination of systems, or a single system addressing the relevant functionalities outlined in the response document. They had the flexibility to respond to one, several, or all the specified systems, depending on their expertise and focus.

Following the close of the EOI, the City evaluated vendor submissions to determine the feasibility of achieving the desired consolidation through a single vendor or a combination of vendors, while ensuring that no mandatory requirements were compromised in the process.

To support this, the evaluation process was structured around a gateway approach designed to eliminate unsuitable vendors early, avoiding unnecessary full assessments where initial requirements were not met. The process comprised five distinct gateways: Cloud-Based Solution, Organisational Experience, Integration Requirements, Functional Requirements, and Indicative Costing.

VENDOR SUBMISSION

The EOI received a total of 17 vendor submissions. The table below outlines which vendors submitted for each of the four business information systems:
- Property & Rates (P&R)

- Customer Relationship Management (CRM)
- Facilities Booking
- Performance & Learning Management (PLMS):

Vendor	Business Information System			
	P&R	CRM	Facilities	PLMS
Civica	Yes	Yes	Yes	No
OptimoGov (Programus)	No	No	Yes	No
Kyte	Yes	Yes	Yes	Yes
Attekus	No	No	Yes	No
Datacom	Yes	Yes	Yes	Yes
HCLTech	Yes	Yes	Yes	Yes
IMC	No	No	No	Yes
Infor	Yes	Yes	No	No
IT Vision/ReadyTech	Yes	Yes	No	Yes
Jonas Leisure	No	No	Yes	No
Mastek	Yes	Yes	No	Yes
NRI	No	Yes	No	Yes
Onbord	No	Yes	No	No
RedCrew	No	Yes	No	Yes
SpacetoCo	No	No	Yes	No
Technology One	Yes	Yes	No	No
Zensai	No	No	No	Yes

Table 1.0 – Vendor Submissions for Business Information Systems

EOI EVALUATION

The evaluation of the EOI was structured around a gateway approach, as defined in the Procurement and Evaluation Plan (PEP), designed to eliminate unsuitable vendors early in the process and avoid the need for a full assessment where initial requirements are not met. Each gateway was assessed by dedicated evaluators, with a focus on the specific criteria relevant to that stage. The gateway approach comprised of five distinct stages:

Gateway	Description	Assessment
Gateway 1 – Cloud Based Solution	Vendor ability to offer a cloud-based solution. Vendor to provide evidence of cloud-based architecture.	Valid / Invalid
Gateway 2 – Org. Experience	Assessment of vendor's ability to demonstrate significant experience delivering and implementing systems in a large and complex organisation.	Valid / Invalid
Gateway 3 – Integration*	Part A: Assessment of the vendors ability to integrate into systems that will not be changed at the time of publishing the EOI. Part B: Assessment of the vendors' ability to integrate into systems that will be changed at the time of publishing the EOI.	Valid / Invalid

Gateway	Description	Assessment
Gateway 4 – Functional Req's*	Assessment of the vendors' ability to meet the functional requirements outlined in the response document.	Valid / Invalid
Gateway 5 – Indicative Costing*	Assessment of whether the cost of the solution is aligned to the City's budget.	Valid / Invalid

Table 2.0 – Description of Gateways

NOTE: Probity oversight to the EOI assessment process was undertaken by an external Probity Advisor. A copy of the Probity Advisor Letter is provided at Attachment 2.
* Each business information system included in the vendor responses was assessed separately.

The Confidential Memo part (Attachment 1) provides the detail surrounding the various gateway eliminations for vendors across the business information systems included in the EOI.

Subsequently all panel members met to consider potential combinations of solutions based on the outcome of the EOI gateway process.

RRFT STRUCTURING
Following evaluation of the EOI responses and further consideration of vendor capability and market engagement, a refined approach is recommended to optimise vendor participation and ensure fit-for-purpose solutions.

- **CRM, P&R, and Facilities** will be issued as a **single RRFT**, with **Facilities included as a clearly defined separable portion within the RRFT**.
  This approach reflects the strong alignment in vendor capability across CRM and P&R and acknowledges that some vendors may be able to offer relevant solutions for Facilities.
  Including Facilities within the broader RRFT - while retaining the ability to assess and award it independently - preserves flexibility, encourages broader market interest, and avoids excluding vendors capable in only one or two domains.
  The following vendors will be invited to respond: **Civica, Datacom, Technology One, Infor, IT Vision / ReadyTech**, **Attekus, Jonas Leisure, OptimoGov (Programus), and SpacetoCo.**

- **PLMS** will be issued as a **separate RRFT**, consistent with the original EOI structure. PLMS requirements remain distinct from the other business systems and do not rely on integration with CRM, P&R, or Facilities. Issuing PLMS separately will avoid constraining the vendor pool and ensure a targeted evaluation.
  Vendors to be invited: **Datacom, IT Vision / ReadyTech, and Zensai** (current incumbent on a 12-month contract).

This updated RRFT structure maintains alignment with the original EOI objectives, while introducing practical refinements that maximise vendor flexibility, and improve the likelihood of securing best-fit solutions for each functional area.

CONSULTATION
Stakeholder consultation as undertaken with relevant internal stakeholders.

STATUTORY COMPLIANCE
The EOI was invited in accordance with the requirements of Section 3.57 of the Local Government Act 1995. The EOI assessment complied with the requirements of Part 4 of the Local Government (Functions and General) Regulations 1996.

STRATEGIC IMPLICATIONS

This proposal aligns with the following objectives of the Strategic Community Plan 2021 – 2031:

- Goal 7: A well-governed and managed city that makes informed decisions, provides strong community leadership and valued customer focused services.
    - Priority 7.1: Clear direction and decision making, and
    - Priority 7.5: Customer focused information and services

This proposal also supports the Delos Delta Systems Strategy Review by supporting:

- Recommendation 1: Strategic Update: *"Delos Delta recommend the City move away from its current best-of-breed systems strategy to one of more targeted consolidation.",* and
- Recommendation 3: Enabling Activities: *"Delos Delta recommend the City take a holistic approach to its systems strategy by considering activities that are critical enablers of successful strategy refresh."*

ENTERPRISE RISK CONSIDERATIONS

Risk Title	Risk Rating
ST-S23 – Stakeholder Relationships	Medium
Accountability	**Action Planning Option**
Director Corporate Strategy and Performance	Manage

Risk Title	Risk Rating
CO-O02 Technological Advancement	Moderate
Accountability	**Action Planning Option**
Director Corporate Strategy and Performance	Manage

Risk Title	Risk Rating
CO-O06 – Data & Info Management Risk	High
Accountability	**Action Planning Option**
Director Corporate Strategy and Performance	Manage
Risk Title	**Risk Rating**
CO-O08 – Contract Management	Moderate
Accountability	**Action Planning Option**
Director Corporate Strategy and Performance	Manage

The above risks relating to the issue contained within this report have been identified and considered within the City's Strategic and Corporate Risk Registers. Action plans have been developed to manage these risks to support existing management systems.

PURCHASING POLICY IMPLICATIONS

The EOI was invited in accordance with the requirements outlined in the City's Purchasing Policy.

COMMENT

Respondents shortlisted for each proposed RRFT demonstrate a strong mix of capability and experience. For P&R and CRM, the assessed vendors offer a solid range of options to meet the City's needs. Facilities respondents bring relevant expertise and fit-for-purpose solutions, while PLMS respondents show suitable experience to support a successful outcome.

RECOMMENDATION:

That the CHIEF EXECUTIVE OFFICER, in accordance with Delegation 1.1.16 (2) of the Delegated Authority Register - Expression of Interest for Goods and Services:

1. APPROVES that the Customer Relationship Management System, Property & Rates System, and the Facilities Booking System be issued as a single Restricted Request for Tender, with the Facilities Booking System component included as a clearly defined separable portion, and DETERMINES that the following respondents be considered as capable of satisfactorily providing the proposed goods and services, for listing as acceptable tenderers: Civica, Datacom, Technology One, Infor, IT Vision / ReadyTech, Attekus, Jonas Leisure, OptimoGov (Programus), and SpacetoCo.

2. APPROVES that the Performance & Learning Management System (PLMS) proceed as a separate Restricted Request for Tender and DETERMINES that the following respondents be considered as capable of satisfactorily providing the proposed goods and services, for listing as acceptable tenderers:
   Datacom, IT Vision / ReadyTech, and Zensai.