

**CONFIDENTIAL TENDER EVALUATION REPORT**

**CONTRACT NO.**        **2021132**

**CONTRACT TITLE:**    *e-learning library*

## **SUMMARY**

*The tender evaluation panel endorses the following recommendation.*

*That Council:*

- 1. Awards the tender from Go1 Pty Ltd for the provision of the eLearning Library, Contract No. 2021132 for a schedule of rates-based contract with an estimated annual contract value of \$85,800 and an estimated total contract value of \$772,200 inclusive of all available extension options.;*
- 2. Authorises the Chief Executive Officer to execute the contract agreement subject to acceptable negotiation of proposed contractual terms and conditions.*
- 3. Notes that the contract will commence on 1 November 2021, with an initial term of three years and that the contract has two extension options of three years each and authorises the Chief Executive Officer to approve these extension options subject to future strategic requirements and satisfactory performance.*

*(\*Please note that all dollar figures are inclusive of GST)*

## INTRODUCTION

Council has conducted a tender for the provision of an e-learning library.

## BACKGROUND

The City of Monash has been using SAP Litmos (originally named Learning Seat) for the provision of both online compliance modules and soft skills learning modules since 3 October 2017 and the current contract expires 9 November 2021.

Council is seeking an e-learning library with both Australian underwritten compliance modules and a range of soft skills learning modules to support up to 1300 permanent, temporary and/or casual staff.

Council also has a mandatory requirement that the system and related data be hosted/stored within Australia only.

The proposed contract is for an initial term of three (3) years, with Council having exclusive options to extend for two (2) further periods of three (3) years each.

## NOTIFICATION

A public notice was placed in The Age newspaper on 10 July 2021 and the tender closed on 30 July 2021.

## TENDERS RECEIVED

Tender submissions were received from the following two suppliers by the appointed closing time.

No.	Tenderer	Estimated total cost based on schedule of rates for the initial three-year contract term for licencing, support and implementation (\$ Including GST)
1	SAP Litmos	\$154,440
2	Go1	\$257,400

## CONFORMANCE SUMMARY

All submissions were assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

The submission from SAP Litmos was deemed non-conforming and was not evaluated further.

A summary of these non-conforming tenders follows:

Tenderer	Nature of Non-Conformance	Comment regarding non-conformance
SAP Litmos	Failure to comply with essential requirements in the Specification.	Major Non-Conformance and eliminated from further evaluation. The tenderer answered majority of the non-functional requirements as 'Do Not Comply' in areas that are essential to Council. For example, they did not comply with majority of Business Technologies policies on data security.

## TENDER EVALUATION

In accordance with the Procurement Policy, the evaluation panel and evaluation criteria weightings were nominated prior to opening the Tender.

The evaluation panel consisted of:

Paul Grobler	Manager Business Technology
Rachel Berhang	Learning & Organisational Development Lead
Ben Kelly	Learning & Development Consultant
Emma Anderson	Procurement Officer

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

The shortlisted tenders were assessed in accordance with the following criteria as per the tender documentation.

ASSESSMENT CRITERIA	
Conforming Tender	Pass/Fail
Insurance and Indemnity	Pass/Fail
OHS	Pass/Fail
Quality Systems	Pass/Fail
Populated e-learning Specification Spreadsheet	Pass/Fail

Key Selection Criteria	Criteria Weightings	Sub Criteria Weightings*	Sub Criteria
Capacity and Capability	28%	4%	Experience
		3%	Resources
		5%	Risk Management
		5%	Legal Compliance
		5%	Performance and Innovation
		6%	Content Library
Project Timelines	2%	2%	Start Date
Sustainability (Mandatory)	10%	4%	Environmental Sustainability
		3%	Local Sustainability
		3%	Social Sustainability
Price	60%	60%	Price

A summary of the average evaluation panel scores for the shortlisted tender follows.

Key Selection Criteria	Criteria Weightings	Sub Criteria Weightings	Sub Criteria	Go1		SAP Litmos	
				Average Score	Weighted Score	Average Score	Weighted Score
Capacity and Capability	28%	4%	Experience	8	3.1%	6	2.4%
		3%	Resources	8	2.3%	5	1.6%
		5%	Risk Management	7	3.7%	6	2.8%
		5%	Legal Compliance	7	3.7%	6	3.0%
		5%	Performance and Innovation	5	2.7%	5	2.7%
		6%	Content Library	10	5.8%	4	2.6%
Project Timelines	2%	2%	Start Date	7	1.5%	7	1.4%
Sustainability (Mandatory)	10%	4%	Environmental Sustainability	6	2.5%	4	1.7%
		3%	Local Sustainability	7	2.2%	4	1.2%
		3%	Social Sustainability	7	2.2%	5	1.6%
		40%	<b>Total Qualitative Score =</b>		29.6%		21.0%
Price =					<b>\$85,800</b>		<b>\$51,480</b>
Price Score out of		60%			36%		60%
<b>TOTAL WEIGHTED SCORE</b>					<b>66%</b>		<b>81%</b>
<b>RANKING</b>					<b>2</b>		<b>1</b>

The incumbent SAP Litmos is currently functioning at a base level, supporting the compliance needs with one module for each topic. The soft skills library is currently limited to 250 options as they write their content rather than bringing in content from other reputable content writers. Their structure for support is limited although not required for a smaller e-learning library.

Upon the panel’s review, it was determined that SAP Litmos is non-compliant with the specifications, particularly the cyber security requirements. In addition, the responses to the tender requirements were disappointing, lacking insight and detail.

On the contrary, Go1 Pty Ltd met all the required specifications and provided a detailed response in their tender. Go1 Pty Ltd provides multiple compliance modules for each topic to meet different learning needs and has a library of 80,000 modules available from various content writers who are specialised in their field. Further to this, Go1 Pty Ltd provides support for e-learning module curation which will allow Monash administrators to lean on them for guidance and assistance for determining which modules are best suited to our needs.

A reference check was conducted for Go1 Pty Ltd, and their reference only had positive feedback.

The final evaluation ranking (including the price and non-price evaluation criteria) had Go1 ranked highest and as such, the evaluation panel recommends Go1 Pty Ltd as representing the best value outcome for Council.

## FINANCIAL

The annual fixed cost for licensing and support is \$85,800 (GST Inclusive). Over the life of the contract, the estimated value will result in \$772,200 (GST Inclusive). This operating cost is covered by the established Business Technology operating budget for 2021/22 and future operating budgets will also cover this cost as required.

## SUSTAINABILITY

Environmental, Local and Social Sustainability opportunities with a software supplier for this category was low. As such, the sustainability weighting was reduced to 10% for this event and the price was weighted 60% as required to comply with Council's Procurement Policy. However, tenderers were still asked to provide information about their environmental credentials as well as their local and social sustainability inputs. These factors still formed part of the weighted evaluation process.

The signatures of the evaluation panel below indicate their agreement with, and acceptance of the details included in the tender evaluation report.

Name	Title	Signature
Paul Grobler	Manager Business Technology	 Sep 13, 2021
Rachel Berhang	Learning & Organisational Development Lead	 Sep 13, 2021
Ben Kelly	Learning & Development Consultant	 <small>Ben Kelly (Sep 13, 2021 10:46 GMT+10)</small> Sep 13, 2021
Emma Anderson	Procurement Officer	 Sep 13, 2021











# 2021132 Council-Recommendation-Report-Confidential

Final Audit Report

2021-09-13

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