

3.2 TENDER FOR HOME AND COMMUNITY CARE SOFTWARE

(2022189: KB)

Responsible Senior Officer: Danny Wain, Chief Financial Officer

RECOMMENDATION**That Council:*

- 1. Awards the tender for Home and Community Care Software to GoldCare Solution Pty Ltd, Contract No. 2022189, with an estimated contract value of \$99,764 for the initial term, comprising a fixed price of \$81,614 for annual software, maintenance and support, and an estimated \$18,150 for implementation for an estimated total contract value of \$516,413 inclusive of all available extension options, with an additional contingency sum of \$51,642.*
- 2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement;*
- 3. Notes that the contract will commence on 1 April 2023, with an initial term of one (1) year, and the contract has four (4) separate extension options of one (1) year each and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance.*

*(*Please note that all dollar figures are GST Inclusive unless stated otherwise).***INTRODUCTION**

Council has conducted an Expression of Interest (EOI) and subsequently an Invited Tender for Home and Community Care Software, Contract No. 2022189.

As part of its planning process for this tender, officers considered procurement options, including whether to go to market itself, participate in regional or sector collaboration or to access established contracts via other compliant procurement agreements. In this instance, collaboration with other councils was not suitable as the software solution is required to integrate with Oracle Fusion Financials System, which is not widely used across the local government sector.

This contract has been structured to allow Council flexibility by setting the initial term to one (1) year only, with four (4) optional one (1) year extension options at the sole discretion of the CEO.

Council currently engages the services of GoldCare Solution Pty Ltd (formally known as Campana Systems Pty Ltd) for the service and delivery of this software solution.

BACKGROUND

The Commonwealth Home Support Programme (CHSP) is an entry-level program intended to provide ongoing or short-term care and support services such as domestic assistance, personal care, respite, home maintenance and modifications, meals, and social groups.

Council is seeking to appoint a software supplier to provide the products and services to implement a secure on-premises Home and Community Care software solution.

The new support at home program was previously scheduled to start in July 2023. This has now been delayed to align with the Royal Commission recommendations and will now start on 1 July 2024.

NOTIFICATION

A two-stage public Expression of Interest and Invited Tender process was run for this procurement activity.

A stage one public Expression of Interest (EOI) was placed in The Age newspaper on 15 October 2022, and the EOI closed on 11 November 2022. A stage two Invited Tender for this service was opened on 12 December 2022 and closed on 21 December 2022.

EXPRESSION OF INTEREST RECEIVED

Three expressions of submissions were received by the appointed closing time. The tenders received are listed below:

- EMP Software Solutions
- GoldCare Solution Pty Ltd
- Global Health Limited

EXPRESSION OF INTEREST CONFORMANCE:

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

One submission was deemed non-conforming, and this submission was not evaluated further.

EOI/TENDER EVALUATION

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

The remaining conforming EOI were assessed in accordance with the evaluation criteria published in the EOI documentation, some criteria were based on a pass/fail score (Table 1), and others on a weighted selection criterion (table 2).

Table 1: Pass/fail tender criteria

Pass/Fail Assessment Criteria
Quality Systems (if applicable)
OHS
Mandatory Insurances (if applicable)
Integration with Oracle Fusion
Integration with Aurion Payroll

Table 2: Weighted tender assessment criteria

	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	20%
	Project Timelines	10%
	Sustainability (Mandatory)	10%
Quantitative Criteria	Price (Mandatory)	60%

As a result of the stage one EOI process, the Evaluation Panel decided to progress to the second stage of the tender process with only GoldCare Solution Pty Ltd.

On 12 December 2022, GoldCare Solution Pty Ltd was invited to participate in an Invited Tender as the second stage of this project, with submissions closing on 21 December 2022.

Based on GoldCare Solutions' tender submission and Council's experience with GoldCare Solutions as the incumbent supplier, the evaluation panel recommends GoldCare Solution Pty Ltd as representing the best value outcome for Council.

FINANCIAL IMPLICATIONS

This contract has an estimated expenditure of \$99,765 for the initial term, comprises a fixed price of \$81,614 for annual software, maintenance and support, and an estimated cost of \$18,150 for software implementation.

Over the lifetime of this 5-year contract, inclusive of all available extensions, software implementation and contingency, the estimated total contract value is \$568,055.

All financials are inclusive of GST.

CONCLUSION

That Council approves the recommendations contained within this report.