

## 5.4 Pathway System Professional Services Panel – Contract Volume Variation (File No. CF2020142)

Responsible Senior Officer: Jarrod Doake, Chief Operating Officer

### **RECOMMENDATION**

*That Council:*

- 1. Notes that Council has had a perpetual contract 98048A since 1998 with Infor Global Solutions Pty Ltd for Licences, Software and Professional Services, namely technical expertise, including system integration associated with the Pathway software system with an annual Professional Services budget spend of up to \$401,000.*
- 2. Notes that Council has a Pathway System Professional Services Panel (Contract 2020142), consisting of Infor Global Solutions Pty Ltd and Galaxy 42 Pty Ltd since 2020, for professional services including ePathway and system improvements with an annual estimated spend of \$170,000 for a contract term of two years, ending 5 May 2022.*
- 3. Notes that the Pathway System Professional Services Panel was entered into following Council's approval of the digital transformation budget to enable expedient delivery of the ePathway and system improvements.*
- 4. Notes that with point 1 and 2 above, the two contracts have been used to deliver different professional services and outcomes and that Infor Global Solutions Pty Ltd has only been contracted and paid to date from the perpetual contract for their professional services.*
- 5. Notes that with the current Global Covid-19 Pandemic, Infor Global Solutions Pty Ltd are temporarily unable to continue to provide the required professional services, meaning that Council must access the alternative provider on the Pathway System Professional Services Panel (Contract 2020142) to continue to deliver Council's current program.*
- 6. Approves a volume variation to Contract 2020142 for up to an additional \$500,000 with an estimated revised total contract total amount of \$840,000. As a result there will be a consequential reduction in the perpetual contract 98048A spend next financial year. Overall there will be no additional funds required in the Business Technology budget.*

*Please note that all dollar figures in this report are GST Inclusive.*

### **INTRODUCTION**

There are two contracts in place for the Pathway System and professional services (perpetual contract 98048A & Pathway System Professional Services Panel contract 2020142). As a result of the Global Pandemic, Infor Global Solutions Pty Ltd are temporarily unable to continue to provide the required professional services under either contract, meaning that Council must access the alternative provider on the Pathway System Professional Services Panel (Contract

2020142) to continue the delivery of professional services that would have otherwise been delivered under the perpetual contract.

The purpose of this report is to seek approval for a contract volume variation value of up to \$500,000 to Contract No. 2020142 for continued engaging of professional services.

The additional volume variation cost for the term of Contract No. 2020142 is covered by the existing Business Technology budget.

### ***BACKGROUND/DISCUSSION***

Council implemented the Pathway System for management of Rates, Property, Planning and Building in 1998. At the time a perpetual contract (98048A) was awarded to Infor Global Solutions Pty Ltd for licenses, software, maintenance and support as well as professional services including systems enhancements, integration and new features/modules.

In more recent times, Council allocated budget toward its digital strategy which amongst other improvements included Pathway enhancements, for professional services including ePathway and system improvement, associated with the implantation of the digital strategy. This was separate and distinct from the professional services offered by Infor Global Solutions under the perpetual contract 98048A which has been in place since 1998.

To facilitate this, a separate public tender process was undertaken and the Chief Executive Officer approved and awarded a schedule of rates panel contract CF2020142 for Pathway Professional Services to enable delivery of the ePathway and system improvements. This contract currently has a total estimated value of \$340,000 for a period of two years awarded to Galaxy 42 Pty Ltd and Infor Global Solutions Pty Ltd until May 2022.

Since the start of this panel contract in May 2020, the panel contractors have demonstrated capability and capacity in the following areas:

- Business analysis, design, planning, problem solving, process development in relation to Pathway System including consultation with stakeholders;
- Assistance with BAU operational matters;
- Preparation of technical documents, operational and user documents;
- Training relevant stakeholders on all Pathway products; and
- ePathway, mobility and Pathway dashboards/queries.

In the first year of this contract, Galaxy 42 Pty Ltd has provided professional services in the areas listed above and assisted in the delivery of several additional projects identified and budgeted in the Digital Strategy including eServices program, Pathway Upgrade and implementation of Online Services.

During the past 12 months, the professional services required under Contract 2020142 was also increased to assist with projects driven by the recent Covid-19 pandemic including refund of Sign, Goods & Footpath permit fees, changes to the parking permit renewal processes,

introduction of Public Pool Facility registration by Department of Health and additional online services delivered as part of the eServices program of the Digital Strategy.

To date, projects delivered via Contract 2020142 also include online services for Animal registration, Residential & Trader parking permits, Engineering permit applications – Vehicle Crossing, Stormwater Connections, Occupy Part of Roadway, Engineering Plan Checking & Legal Point of Discharge, Planning & Building applications – Private Building Surveyors, Demolitions, Dispensation (Report & Consent) and VicSmart.

The utilisation of Contract 98048 has been impacted by the providers staffing resource availability. They have been impacted by Covid-19 and staff movement which has in turn caused them to be unable to assist with delivery of professional services provided under that contract. Council must access the alternative provider on the Pathway System Professional Services Panel (Contract 2020142) to continue the delivery of professional services that would have otherwise been delivered under the perpetual contract.

### **FINANCIAL**

The financial details are below:

Financial implications for the remainder of the current contract term:

Financial Year	Perpetual Contract No. 98048 with Infor Global Solutions Pty Ltd for Pathway System Licences, Software and Professional services	Pathway System Professional Services Panel (Contract 2020142), consisting of Infor Global Solutions Pty Ltd and Galaxy 42 Pty Ltd
2020/21 Professional Services Budget	\$441,000	\$170,000
2021/22 Professional Services Budget	\$441,000	\$170,000
Cumulative Budget over two years	\$882,000	\$340,000
2020/21 Spend as at 31 March 2021	\$91,000	\$282,000
2021/22 Estimated Spend*	\$0	\$500,000
Estimated Budget on Pathway Professional Services	+\$791,000	-\$442,000
Net Budget	+\$349,000	

*\*The Zero dollar estimated spend under the perpetual Contract No. 98048 is due to the suppliers current resourcing issues impacted by Covid-19 and staff movements. The \$500,000 volume variation*

*proposed under Contract No. 2020142 is to continue the delivery of professional services that would otherwise have been delivered under the perpetual contract.*

The total estimated value of this proposed variation inclusive of GST is up to \$500,000.

The estimated additional variation cost for the term of Contract No. 2020142 is covered by the existing budget as illustrated in the table above.

**CONCLUSION**

That this recommendation be accepted to allow implementation of the contract volume variation associated with the Pathway Professional Services Panel contract.