

PLEASE QUOTE:

Our Ref: EOI Transform Systems

Enquiries: +61 429071625

80 Wilson Street, Burnie Tasmania  
PO Box 973, Burnie TAS 7320

ABN: 29 846 979 690

Phone: (03) 6430 5700

Email: [burnie@burnie.tas.gov.au](mailto:burnie@burnie.tas.gov.au)

Web: [www.burnie.tas.gov.au](http://www.burnie.tas.gov.au)

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20 July 2024

## **Subject: Expression of Interest – Transform Council’s Operational Systems**

### Introduction

The Burnie City Council is seeking submissions of interest from suitably qualified organisations to work with council to transform its operational information systems with either ‘best of breed’ software modules or an enterprise resource planning (ERP) platform. Transformation could include:

- Modernisation through upgrade of existing software modules or ERP platform; or
- Replacement of existing software modules or ERP platform; or
- Implementation of additional software modules.

Respondents should note that this procurement process is governed by Council’s Code for Tenders and Contracts (CP-CCS-CG-012), specifically clause 11.8.1 and which is available on the Burnie City Council website.

Respondents are to note that this procurement is a multi-stage tender process commencing with a preliminary assessment of the market through an advertised Expression of Interest. The Expression of Interest will result in a shortlist of qualified tenderers and a subsequent Request for Tender (RFT) process.

Respondents are to note that the RFT documentation will include the Tasmanian State Government Tasmanian Technology Contract Conditions (TTCC) Comprehensive Contract. As potential suppliers, Respondents to the RFT will be required to complete this contract. Further information on the TTCC can be found at [www.purchasing.tas.gov.au/contracts](http://www.purchasing.tas.gov.au/contracts)

### Background Information

The Burnie City Council is a local government body situated in North-West region of Tasmania, serving the city and the urban surrounding areas. The Burnie City local government area has a population of over 20,000 residents and operates with approximately 150 staff.

Key Council statistics are as follows.

#### Rateable properties

- 8,531 Residential (23-24)
- 1,704 Non-residential (23-24)

#### Regulatory Services

- 159 planning permits determined (22-23)
- 169 building permits and notified works received (22-23)
- 121 plumbing permits, compliance certificates, and notified works received (22-23)

- 1,623 dogs registered (22-23)
- 159 Registered Food Premises (21-22)

#### Asset Management

- Over \$500 million in total assets
- 150 buildings, including an Airport, Burnie Arts cultural precinct and an Aquatic Centre
- 219.7 kms of Rural Road
- 131.3 kms of Urban Road
- 19 bridges and 18 major culverts
- 193 kms of stormwater infrastructure

#### Open Spaces and Reserves

- 110 parks and reserves
- 3 cemeteries

## Scope of Project

In 2023, Burnie City Council adopted its 10-year Digital Transformation Strategy, structured to unfold in three phases. The strategy encompasses the following five strategic pillars, each featuring several targeted initiatives:

1. Establish a Digital Business Core
2. Improve External Customer Experience
3. Improve Employee Experience
4. Build and Improve Data Management and Reporting Capabilities
5. ICT Improvement Program

Several initiatives aimed at refining internal operations with a view to improving the customer experience, are in progress. This Expression of Interest relates to a longer-term project to overhaul and/or update the council's primary operational information systems.

Through the *Transformation Strategy*, Council is seeking to achieve the following business outcomes.

- Be faster and more efficient in how we do things
- Deliver services to our community in a way that meets their expectations
- Be easier to deal with and collaborate with
- Be able to deliver more value to our community with less effort
- Reduce costs and effort

The Council employs various software solutions for its business and information management functions, with the following systems accounting for 80% of current process and workflow management.

- Civica Authority
- CAMMS
- Content Manager
- Microsoft 365 Azure AD

## Business Functions

The following business functions are included within the scope of this EOI.

Business Group	Function	Activities
Community Development and Compliance	Land Use Planning	Planning Applications, Register, Permit, Inspections and Enforcement
	Building Compliance	Building and Plumbing Applications, Registers, Permits, Inspections and Enforcement
	Environmental and Public Health	Registers, Food Business Applications, Permits, Inspections and Enforcement; Public Health and Safety, Regulated Systems,
	Animal Management	Notices, Register, Tags, Enforcement
	Parking Management	Data Integration only
	Weed Management	Inspections, Infringement Notices
	Cemetery Management	Register, Fees, Notices
	Spatial Data Management	Mapping, modelling and analysis of spatial data
Community Infrastructure Services	Technical Services	Design, Estimation
	Construction	
	Facilities Management Parks and Reserves	Planning, Procurement, Work Orders, Contract Management, Project and Program Management
	Waste Management	
	Plant Maintenance	Procurement, Contract Management, Inventory Management
	Asset Management	Planning, Inspections, Resource Scheduling, Works and Delivery Management, Asset Information Management, Usage and Condition data
Lease Council Land	Council Land Management	
Corporate Governance	Strategic and Business Planning	Integrated Planning and Reporting Framework
Corporate Services	People and Safety	Payroll, Leave Management, Timesheets, Org Structure, Personnel Registers
		Recruitment, Onboarding, Offboarding
		WH&S Incident Management, Workers Compensation Management
		Performance Management
	Financial Management	Chart of Accounts, Budget, and Reporting
		AR; AP; Asset Accounting
		Plant and Fleet
	Contracts Management	Purchase Orders, Credit/Fuel Cards
Contracts Management	Contracts Register, KPI's Reporting	
ICT Management	Asset Management	
ICT Management	Project and Program Management	
Information and Records Management	Document and Content Management	
	Records Management	
Customer Services	Customer Requests	Customer Request Management
	Property and Rates	Rates Modelling, Raise Rates, Issue Supplementary Rates
	Customer Management	Name and Address Register, Property Register, Street and Suburb Register

Table 1. Business Functions In Scope

## System Integration

Respondents to this Expression of Interest (EOI), are required to provide detailed information on the proposed method for integrating the new software with existing systems, both internal and external to council.

The information provided is to include the approach, capabilities, and any previous experience relevant to each of the software components listed below.

#### External Systems

1. State Government – MPES
2. Payment Gateway – Bpoint and Commbank
3. State Government - Office of the Valuer-General
4. Federal Government – ATO
5. EasyPark
6. Ticketor
7. Parkeon

#### Internal Systems

- Civica Authority
- CAMMS
- Content Manager
- Microsoft 365 Azure AD

Examples or case studies where applicable are requested. While specific pricing is not required at this stage, a high-level estimation or discussion of cost factors would be appreciated if possible.

## Project and Resource Management

Respondents are required to detail and include the implementation methodology, project management, and delivery schedule for the proposed project. Additionally, the proposed delivery methodology for the project should be clearly outlined. Indicative pricing for these elements should also be provided.

Respondents are required to identify the resources council will be expected to provide to support the installation project, including technical, business and project resources.

## Maintenance and Support

Respondents are required to detail, identify, and provide pricing for the annual services associated with maintenance and support of the proposed solution. This includes:

- Annual licensing
- Maintenance and release schedules
- Helpdesk services
- Consulting services

## Out of Scope

The following business functions are excluded from the scope of this EOI.

Business Group	Function/Activities
Community Development and Compliance	Provide Public Parking Software
	Issue Parking Infringements
	Public Health Immunisation Register
Community Infrastructure Services	Facilities Management – Building Management
Corporate Governance	Council Services – Agenda, Minutes, Planning
	Risk Management – Compliance Register, Risk Audit

	Policy, Legislative Compliance
	Corporate Publications
Community Cultural Services	Arts Centre – Functions and Events Management
Corporate Services	Financial – POS, Banking
	ICT Management – Helpdesk, Telephony, Network Management,
	Instant Messaging
	Online Forms
	Website Content management

Table 2. Out of Scope Business Functions

## Variations to Scope

Respondents are required to identify, include, and provide indicative pricing for any essential services not explicitly requested by the Council that should be considered in the evaluation.

Additionally, respondents must specify any services within the requested scope that they are unable to deliver, explain the reasons for these limitations, and propose any viable alternatives.

## Implementation Methodology

Council has determined that a staged implementation is its preferred implementation method.

Respondents are required to identify, include, and provide indicative pricing for this option as follows.

- The scope, timing, duration and management cost of each phase of the staged implementation, and
- The timing, duration and cost of any software integrations required during implementation to deliver business continuity, and
- The proposed methodology for maintaining and supporting business continuity during each phase of the implementation.

## Software Installation and Configuration

Whether it is a single software module or a module within an ERP platform, respondents are requested to detail, include, and provide pricing for each proposed software module that will be configured, tested, and installed.

Furthermore, respondents are required to identify, include, and provide pricing for all software integration, project management, and data management components involved in the installation process.

## Evaluation Criteria

The following criteria will be used by Council to evaluate the responses to this Expression of Interest

01. The proposed solution will make a significant contribution to Council achieving its Digital Transformation Strategy and business objectives (30%).

Specifically, the proposed solution will

- Improve council's business processes and reduce effort and cost,
- Improve council's ability to access accurate customer and property data,
- Enable Council to deliver services to our community in a way that meets their expectations,
- Improve the ability of council to maintain secure IT systems to support effective Council activities, deliver services and protect its information and data assets.

02. The proposed solution addresses the in-scope requirements, including the efficient and effective delivery of support and maintenance services and represents the best value for money (30%).
03. The organisation has demonstrated that it has Local Government expertise and experience including testimonials, in implementing similar projects (20%).
04. The organisation has demonstrated that it has the capacity and resources to deliver the project (20%).

**Contact Information**

The consultant will report and liaise with Council's Director Corporate and Commercial Services to coordinate the Expression of Interest process.

Vivien Patterson

Senior Advisor, Councilio

E: [vivien@councilio.co](mailto:vivien@councilio.co)

M:+61 429071625