

Tender - Reject and Negotiate - T-2025-1437 - Board Meeting Management Solution**File No: X111683****Tender No: T-2025-1437****Summary**

The City currently utilises a Board Meeting Management Solution (BMMS) to securely manage Executive, Council and Committee meetings, CEO Updates and a number of other meetings. The system is primarily used by Councillors, Councillor Support Officers, City Executive and the Office of the CEO. External users (members of the Audit, Risk and Compliance Committee and members of the Central Sydney Planning Committee) also use the platform.

The current BMMS has been in use for over 10 years and it was appropriate to undertake a procurement process. An initial market scan was conducted to test the market and determine available options to upgrade or replace the system based on the City's requirements. A tender was conducted in June 2025 to select a suitable vendor for the replacement of the City's BMMS.

The City proposed to enter into an initial 4-year agreement with 2 optional 2-year extensions for a possible total of 8 years.

This report recommends that Council decline to accept the tender offers received for the Board Meeting Management Solution and enter into negotiations with suitable vendor(s) for the provision of a Board Meeting Management Solution.

Recommendation

It is resolved that:

- (A) Council decline to accept the tender offers for the Board Meeting Management Solution for the reasons set out in Confidential Attachment A to the subject report;
- (B) Council does not invite fresh tenders, as it is considered that inviting fresh tenders would not attract additional suitable vendors over and above those that have responded to this tender;
- (C) authority be delegated to the Chief Executive Officer to enter into negotiations with any person with a view to entering into a contract on terms that are appropriate in relation to the subject matter of the tender;
- (D) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender; and
- (E) Council be informed of the successful vendor via the CEO Update.

Attachments

Attachment A. Tender Evaluation Summary (Confidential)

Background

1. The current Board Meeting Management Solution (BMMS), Diligent Boardbooks, has been in use for over 10 years. The BMMS project aims to implement a system with enhanced capabilities that meets the City's requirements for use by Councillors, Councillor Support Officers, Executive and the Office of the CEO to securely manage Executive, Council and Committee meetings, CEO Updates and a number of other meetings. The current system is also used by external users (members of the Audit, Risk and Compliance Committee and members of the Central Sydney Planning Committee).
2. During 2024, an initial market scan was conducted to determine the approach to the platform and assess the City's requirements. Subsequently, the BMMS project undertook a full market scan of board meeting management platforms available globally, evaluated the options and determined the procurement pathway, being an open tender process.
3. The City commenced a tender process to invite responses from BMMS providers to select the solution that best meets the City's requirements and provides value for money.
4. The tender requirements included:
 - (a) Configuration and implementation of a Board Meeting Management Solution that meets the City's requirements
 - (b) Implementation of Single Sign on for City employees and a secure authentication solution for external members
 - (c) Support during testing, including resolution of any defects identified
 - (d) Training for users and administrators on the new system
 - (e) Warranty support following go-live
 - (f) Ongoing support and maintenance of the solution.
5. Following the tender evaluation process, it is recommended that Council decline to accept all tender submissions for the Board Meeting Management Solution project and enter into direct negotiations with suitably qualified vendor(s).

Invitation to Tender

6. A request for tender was issued on 2 June 2025 via the City's e-tendering portal, Tenderlink and closed on 4 July 2025.
7. The Request for Tender was also available on the Supply Nation and NSW Indigenous Chamber of Commerce (NSW ICC) websites via their member opportunity boards.

Tender Submissions

8. 5 submissions were received from the following organisations:
- Convene Pty Ltd (ABN 46 604 029 932)
 - Dess Technologies LLC (Foreign Entity)
 - Diligent Board Services Australia Pty. Ltd (ABN 97 154 472 045)
 - Intermarc Global Pty Ltd (ABN 71 602 484 122)
 - Nasdaq Pty Ltd (ABN 33 079 832 358)
9. No late submissions were received.

Tender Evaluation

10. All members of the Tender Evaluation Panel have signed conflict of interest declarations. No conflicts of interest were noted.
11. The relative ranking of tenders as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
12. All submissions were assessed in accordance with the approved evaluation criteria being:

Evaluation Criteria
Ability to meet the City of Sydney's Functional and Non-Functional Requirements
Implementation approach, including: • Resource Availability • Implementation Plan & Methodology • Project Schedule / Timeframe • Quality Assurance and Testing Procedures • Training plan and approach
Support and Maintenance, including: • Service and Engagement Plan • Approach to maintaining the solution • Account management approach

Evaluation Criteria
Demonstrated company and staff experience in the successful provisioning of a BMMS, including: • Demonstrated capacity and technical ability to carry out the work under the contract • Experience in delivering the same or similar service in recent projects
Company profile and alignment with the City's values • Company history, Organisational chart and experience • Ability to carry out the work/service under the Contract, Modern Slavery Act compliance, Work Health and Safety compliance, Aboriginal and Indigenous involvement and compliance with the code of conduct.
Financial and commercial trading integrity
Insurances are compliant with the City's standard insurance requirements
Material acceptance of the City's standard form contract
The lump sum price and schedule of rates

Performance Measurement

13. The City will use the following general Key Performance Indicators (KPIs) to evaluate and monitor the performance of the successful vendor:
 - (a) Key objectives and deliverables
 - (b) Quality of service
 - (c) Timelines
 - (d) Availability of resources.
14. The quality of the implementation will be measured to ensure it meets the requirements and aligns with the intended solution architecture and design.

Risks

15. The City's risk appetite for infrastructure, technology, assets and property ranges from No appetite to Open.
16. Given the sensitivity of information in this system, the City has minimal appetite for data loss and/or privacy breaches resulting from cyber incidents. The rejection of this tender and a period of negotiation with appropriate suppliers will ensure that the BMMS system meets the City's needs and risk appetite.

Financial Implications

17. There are sufficient funds allocated for this project within the current year's capital works budget and future years' forward estimates.

Relevant Legislation

18. The tender has been conducted in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2021.
19. Local Government Act 1993 - Section 10A provides that a council may close to the public so much of its meeting as comprises the discussion of information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business.
20. Attachment A contains confidential commercial information of the tenderers and details of Council's tender evaluation and contingencies which, if disclosed, would:
 - (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business; and
 - (b) prejudice the commercial position of the person who supplied it.
21. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers.

Critical Dates / Time Frames

22. It is anticipated that the City will complete negotiations and execute a contract with suitably qualified vendor by June 2026.
23. An exemption from tender until January 2027 for the current provider was approved by Council in November 2025 to ensure there is continuity of service due to the delayed finalisation of this procurement process.

Options

- 24. Cancel and re-advertise the tender. This option is not recommended as it is highly probable to result in the same outcome.
- 25. Cancel the tender and discontinue the project. This option is not recommended because it would not address the project objective of reviewing the market to meet the City's requirements to implement a product that allows papers to be centrally stored and securely managed and demonstrating value for the investment.

Public Consultation

- 26. No public consultation has been undertaken.

KIRSTEN MORRIN

Executive Director Legal and Governance

Anna O'Sullivan, Senior Project Manager