

Tender - T-2025-1695 - Development and Testing Services**File No: X125596.003****Tender No: T-2025-1695****Summary**

This report provides details of the tenders received for Development and Testing Services.

The City is progressing a digital transformation agenda aimed at enhancing the digital services and experiences provided to residents, workers, businesses, and visitors. As part of this, Digital and Information Services (DIS) is actively delivering initiatives designed to:

- (i) improve the digital experience for community members when applying for, reporting, and requesting City services
- (ii) streamline the digital processes that underpin the delivery of those services and
- (iii) strengthen and expand digital community consultation initiatives.

A key delivery challenge across DIS has been the limited availability of suitably skilled IT technical, engineering, and testing resources.

To address this capability gap, Digital and Information Services issued a Request for Tender to procure professional testing and development services to support its broader IT portfolio, for an initial term of 3 years, with an option to extend for a further 3 years at the City's discretion, for a total potential contract term of up to 6 years. The scope of the engagement includes application development, enterprise system upgrades and replacements, IT infrastructure initiatives, and digital services. The successful tenderer will provide specialist support for both manual and automated testing, as well as application development activities, to complement and support the City's internal application development team.

This report recommends that Council accept the tender offer of Tenderer H for the provision of Development and Testing Services.

Recommendation

It is resolved that:

- (A) Council accept the tender offer of Tenderer H for the provision of Development and Testing Services for
 - (i) the price and contingency outlined in Confidential Attachment A to the subject report; and
 - (ii) the schedule of rates outlined in Confidential Attachment B to the subject report, for a period of 3 years, with the option of an extension of additional 3 years if appropriate (a total of up to 6 years);
- (B) Council note that the total contract sum and contingency for Development and Testing Services is outlined in Confidential Attachment A to the subject report;
- (C) authority be delegated to the Chief Executive Officer to finalise, execute and administer the contracts relating to the tender; and
- (D) authority be delegated to the Chief Executive Officer to exercise the option referred to in clause (A), if appropriate.

Attachments

Attachment A. Tender Evaluation Summary (Confidential)

Attachment B. Schedule of Rates (Confidential)

Background

1. Digital and Information Services (DIS) is responsible for delivering the City of Sydney's digital products and platforms, with a focus on delivering improved outcomes for the City's community of residents, businesses, workers, and visitors, as well as supporting frontline and service delivery staff across the organisation.
2. The utilisation of specialised resources sourced through engagements such as this has a demonstrated track record of successfully delivering a range of foundational and award-winning digital initiatives. These include the City of Sydney corporate website, a virtual customer assistant, a new intranet for City staff, a customer identity and access management platform, and a unified customer view platform that provides a single, consolidated view of community members.
3. The DIS delivery roadmap for the next 5 years includes Stage 2 of CityConnect, the continuation of the OneCRM Program, Smart Digital Forms Stage 2, Corporate Website Stage 2, and a range of other strategic digital initiatives.
4. The availability of specialist technical, engineering, and testing resources to support project delivery has been an ongoing challenge outside of this type of specific arrangement.
5. In recent years, DIS has significantly strengthened and matured its testing capability to support the delivery of increasingly complex technology initiatives. This uplift has enhanced quality assurance practices and improved the stability and reliability of technology implementations across the organisation. As a result, testing is now embedded as a core delivery capability across all major technology programs, including Digital and Information Services initiatives, the Enterprise Applications Program, the Enterprise Booking and Event Management System (EBEMS) Program, the Enterprise Renewal and Transformation Program, and the Enterprise Infrastructure Program.

Invitation to Tender

6. The request for tender was advertised on Tenderlink on 28 November 2025 and closed on 30 January 2026.
7. The Request for Tender was available on the Supply Nation and NSW Indigenous Chamber of Commerce websites via their member opportunity boards.

Tender Submissions

8. Ten submissions were received from the following organisations:
 - Adactin Group Pty Ltd (ABN 24 151 048 225)
 - AJQ Pty. Ltd. (ABN 12 111 030 472)
 - Endava Australia Pty Ltd (ABN 90 642 165 740)
 - Hide and Seek Group Pty Ltd (ABN 55 649 950 158)

- Intermarc Global Pty Ltd (ABN 71 602 484 122)
- KPMG Australia Technology Solutions Pty Limited (ABN 29 606 612 962)
- Smartosc Australia Pty Ltd (ABN 52 631 228 512)
- SoftLabs Pty Ltd (ABN 66 158 617 577)
- Strategic Executive Solutions Pty Ltd (ABN 49 088 226 822)
- U&U NSW Pty Ltd (ABN 71 607 475 865)

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	Evaluation Weightings %
Company capacity: company profile, organisational size, structure, current commitments.	20%
Personnel capability: qualifications, experience, technical ability, and identified sub-contractors and their experience.	30%
Capacity to achieve the project/deliverables; On-boarding process and timing, project delivery methodology.	15%
Demonstrated relevant previous project and integration experience on engagements with similar scope, complexity and scale.	20%
Suitable Modern Slavery management.	15%
Financial and commercial trading integrity, including insurances.	Mandatory
Material acceptance of the City's standard form contract.	Mandatory
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 tenderer:
- (a) Key deliverables
 - (b) Quality of service
 - (c) Timeline
 - (d) Availability of resources
 - (e) Worker Contracts & Recruitment Practices
 - (f) Worker Wages & Entitlements
 - (g) Working Hours & Overtime
 - (h) Worker Grievance Mechanism
 - (i) Supply Chain Transparency
 - (j) Independent Audits
 - (k) Worker Training & Awareness
 - (l) Ongoing Reporting.

Financial Implications

14. There are sufficient funds allocated for this project within the current year's capital works budget and future years' forward estimates.
15. The total contract sum and contingency for Development and Testing Services is detailed in Confidential Attachment A.

Relevant Legislation

16. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2021.
17. Local Government Act 1993 - Sections 10A and 10B provide 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 if it is in the public interest to do so.

18. Attachments A and B contain 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.
19. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest. The reasons supporting this are that disclosure of the confidential information would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers. In addition, disclosure of the information provided in the course of the procurement process and the assessment of that information would prejudice the commercial position of the participants in the procurement process.

Critical Dates / Time Frames

20. The initial term of the current contract will expire on 18 July 2026.

Options

21. No other alternative viable options have been identified during the tender process.

Public Consultation

22. No public consultation has been undertaken.

PAULETTE SUTHERLAND

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