

10.1. Provision of In-House Training Services - Tender No. 17/2020

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ENDORSED BY: Margaret Palmer, Director Corporate Services

ATTACHMENTS: Nil

PURPOSE:

This report is to provide Council with an analysis and recommendation of the tender process for Tender No. 17/2020 for the Provision of Tailored In-House Training Services.

EXECUTIVE SUMMARY:

The following information for the Tailored In-House Training Services 17/2020 provided by tenderers, is commercial-in-confidence, has been protected and will not be disclosed in accordance with section 10A(2)(d) of the Local Government Act 1993. A consistent standard for all tenderers has been used in assessing any request for confidentiality by a tenderer.

Tenders were called with a panel of three (3) qualified suppliers for each training course to be appointed based their rankings, evaluated against the Tender criteria.

Tenderers will be allocated work based on their ranking position and subject to their ongoing performance in delivering training services in line with service deliverables throughout the term of the contract.

The courses defined within this tender are:

- Customer Service Skills
- Developing Performance Objectives and Measures
- EEO awareness training for managers & supervisors
- EEO awareness training for non-supervisors
- Emotional intelligence
- Facilitation skills
- Finance for non-finance managers
- Job application and interview skills
- Leadership capability
- Managing performance and conduct
- Recruitment and selection
- Supervisory skills

- Time management
- Training small groups

FINANCIAL IMPLICATIONS:

The project is fully funded within the Division's budgets for 2020/2021 and forward estimates for 2021/2022. The estimated cost depending on the provider chosen will be a maximum of \$97,242 per annum.

RECOMMENDATION:

- 1. THAT** Council accept the short-listed tenderers for Tender No. 17/2021 – Provision of Tailored In-House Training Services.
- 2. THAT** the General Manager be authorised to take any necessary action to implement the decision including entering associated contracts.
- 3. THAT** once Council has executed the Contract, information relating to the successful tender be published in Council's Register of Contracts as required by Government Information (Public Access) Act 2009 - Part 3 Division 5 - Government Contracts With Private Sector.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

5. Our Civic Leadership

5.2 Council is well governed and customer focused

BACKGROUND

A key objective of Council's Workforce Management Strategy is to retain 'its best' and maintain a qualified and capable workforce able to meet service expectations. One of the activities that Workforce Planning undertakes to meet this objective is to review annual staff training plans and prepare a yearly training calendar to address the identified training needs.

Over time a pattern of training needs emerged, which justified Human Resources engaging external training providers to deliver in-house training. These in-house training solutions have been tailored to Council's specific business needs to varying degrees, usually dependent on the number of courses we are running and the cost involved in customising.

Human Resources has identified a positive correlation between the feedback received and the amount of tailoring to the courses. This has led Human Resources to try and engage training providers who are willing and able to tailor courses.

TENDERS RECEIVED

The methodology adopted to undertake the tender evaluation of Tender No. 17/2020 was based on selection criteria outlined in the tender documents and in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2005.

The tender evaluation criteria as shown below was applied to each tender and given a point score relative to various weightings set to each criterion, in order to provide an equitable means of evaluating each tender.

The following information on tenders received in connection with the above project is confidential and for your information only. No details may be disclosed to any other parties.

Open tenders were called and were received until 4pm, 4 February 2020 via Tenderlink. At close of tenders, ten (10) tenders were received. One of the tenders, Objective Leader was culled due to not submitting a complying tender in accordance with the submission requirements.

Listed in **strict alphabetical order**, the tenderers were:

Tenderer
Australian Institute of Management Education
DDI Asia-Pacific International Ltd
INS Career Management
Lead Positive
Management Consultancy International
Marana
MTN Monitoring/Forrest Training
Objective Leader
Professional Development Training
TAFE NSW

Information provided by tenderers which is commercial-in-confidence has been protected and will not be disclosed in accordance with section 10A(2)(d) of the Local Government Act 1993. A consistent standard for all tenderers has been used in assessing any request for confidentiality by a tenderer.

Application for access to documentation should be through lodgement of a GIPA Public Information application form and payment of prescribed fees.

Project Program

The contract is for a period of two (2) years with an option at Council's sole discretion to extend for three (3) further periods, each up to one (1) year duration.

Responsible Officer: Monique Piazza, Human Resources Officer