

### 7.3.1 HUMAN CAPITAL MANAGEMENT SYSTEM 2025008

<b>Responsible Manager:</b>	Adil Khan, Chief Information Officer - Digital and Technology
<b>Responsible Director:</b>	Simone Wickes, Director Corporate Services

#### RECOMMENDATION

That Council

- Awards the tender for the provision of a Human Capital Management (HCM) System, Contract No. 2025008 for:**  
  
**Part A. HCM System to Workday Australia Pty Ltd for a schedule of rates-based contract with an estimated contract value of \$1,340,368 for the initial term and an estimated total contract value of \$5,427,709 inclusive of all available extension options and a contingency of \$500,000; and**  
  
**Part B. HCM Implementation Services to Intecrowd Pty Ltd (as Workday's proposed implementation partner), for an estimated total contract value of \$1,021,800, inclusive of a fixed price implementation cost of \$921,800 and a contingency of \$100,000**
- Authorises the Chief Executive Officer or her delegate to execute the contract agreements.**
- Notes that Part A, HCM System Contract 2025008A will commence as early as September 2025, with an initial term of three years, with two separate extension options of three years each and authorises the Chief Executive Officer or her delegate to approve extension options subject to satisfactory performance.**
- Notes that Part B, HCM Implementation Services Contract 2025008B, will commence as early as September 2025, with an anticipated contract completion date of mid-2027 and**
- Notes that Part A, Human Capital Management (HCM) System Contract 2025008A the estimated schedule of rates contract value stated above includes anticipated growth and indexation (please refer to the Financial section for more information).**

#### INTRODUCTION

During the planning phase for this tender, Council Officers evaluated various procurement options, including going to market independently, participating in regional or sector collaboration, or accessing established contracts through other compliant procurement agreements. Given the highly specific and complex requirements of the HCM system for Council, including necessary integration to multiple legacy systems used by Council, tender collaboration with other councils was not considered feasible. However, Council did collaborate with several other councils during the planning of this event, to understand their procurement and implementation approach and any lessons learned.

## BACKGROUND

HCM systems are essential for modern organisations aiming to optimise their Human Resources (HR) processes. A HCM system provides the opportunity to manage and optimise the entire employee lifecycle, from recruitment to retirement, which is achieved by integrating various HR and payroll functions into a single system, enhancing efficiency, compliance, and strategic decision making.

Council currently operates multiple legacy systems to manage its human capital requirements, including payroll, rostering, time and attendance, and workforce management.

## NOTIFICATION

A stage one Expression of Interest (EOI) was placed in The Age newspaper on 2 November 2024 and the EOI closed on 4 December 2024, followed by a stage two invited tender that opened on 1 April 2025 and closed on 23 April 2025.

## EOI RECEIVED

No.	Tenderer Name
1	Aurion Corporation Pty Ltd
2	Cornerstone OnDemand Australia Pty Ltd
3	Dayforce Australia Pty Ltd
4	Deloitte Consulting Pty Ltd
5	DXC Technology Australia Pty Ltd
6	ELMO Software Pty Ltd
7	KALTech Pty Ltd
8	KPMG Australia Technology Solutions Pty Ltd
9	Kyte Consulting
10	Mastek Systems Pty Ltd
11	PageUp People Limited
12	Pinpoint HRM Pty Ltd
13	Pulse Software
14	Tanvi Group Pty Ltd
15	Technology One Limited

16	Thomson Reuters (Professional) Australia Limited & Fusion5 Pty Ltd (Parties jointly submitted an EOI for a joint bid).
17	Workday Australia Pty Ltd

## EOI AND TENDER EVALUATION

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms, and no conflicts were raised.

The EOI submissions were assessed in accordance with the following criteria as per the EOI documentation.

Pass/Fail Assessment Criteria	Score
Mandatory insurances	Pass/Fail
Third-party cyber security questionnaire for shortlisted tenderers	Pass/Fail

Qualitative and Quantitative Criteria	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	70%
	Project Timelines	10%
	Sustainability	5%
Quantitative Criteria	Price	15%

As part of the EOI evaluation process the top four ranked tenderers were invited to provide a detailed demonstration of their HCM systems to key stakeholders within Council.

As a result of this process, both Dayforce Australia Pty Ltd and Workday Australia Pty Ltd were shortlisted and invited to participate in the stage two invited tender process.

The stage 2 invited tender submissions were assessed in accordance with the following criteria as per the invited tender documentation.

Pass/Fail Assessment Criteria	Score
Mandatory insurances	Pass/Fail
Third-party cyber security questionnaire for shortlisted tenderers	Pass/Fail
All tender documentation is complete and returned.	Pass/Fail

Qualitative and Quantitative Criteria	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	25%
	Project Timelines	10%
	Sustainability	5%
Quantitative Criteria	Price	60%

The final evaluation ranking (including the price and non-price evaluation criteria) had Workday Australia Pty Ltd (with Intecrowd Pty Ltd as their proposed implementation partner) ranked highest. As such, the Evaluation Panel recommends Workday Australia Pty Ltd (with Intecrowd Pty Ltd as their proposed implementation partner) as representing the best value outcome for Council.

## FINANCIAL IMPLICATIONS

Part A, HCM System Contract No. 2025008A has an estimated contract value of \$1,340,368 for the initial term and an estimated total contract value of \$5,427,709 inclusive of all available extension options and a contingency of \$500,000.

Part B, HCM Implementation Services Contract No. 2025008B has an estimated total contract value of \$1,021,800, inclusive of a fixed price implementation cost of \$921,800 and a contingency of \$100,000.

The Digital and Technology capital budget for the Human Capital Management Program has sufficient funds for the capitalised components of this contract, and future operating costs will continue to be funded through the Digital and Technology operating budget.



## **CONCLUSION**

That Council approves the recommendations contained within this report.

## **ATTACHMENT LIST**

Nil