

ITEM 9 TENDER T19/38 - IVR, WEB AND PARKING PAYMENT SERVICES

This report recommends acceptance of a tender for provision of Interactive Voice Response (IVR), Web and Parking Payment Services in accordance with the requirements of the Local Government Act 1993 and the Local Government (General) Regulation 2005. This service allows customers to pay their accounts over the telephone (IVR), web and make parking meter payments using their bank accounts or credit cards.

The current contract for the provision of IVR, Web and Parking Payment Services for Council and parking meters is due for expiration. Two conforming tenders were received, and the report recommends Council accept the tender submitted by the Commonwealth Bank of Australia.

RECOMMENDATION

- 1 In accordance with the Local Government (General) Regulation 2005, Clause 178 (1) (a), Council accept the tender of Commonwealth Bank of Australia for the provision of IVR, Web and Parking Payment services for the approximate sum of \$449,046.60, excluding GST, in accordance with the priced schedule of the service, for the period of three years.
- 2 Council delegates to the General Manager the authority to finalise and execute the contract and any other documentation required to give effect to this resolution.
- 3 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required to give effect to this resolution.

REPORT AUTHORISATIONS

Report of: Brian Jenkins, Chief Financial Officer

Authorised by: Renee Campbell, Director Corporate Services - Connected + Engaged City

ATTACHMENTS

There are no attachments for this report.

BACKGROUND

The current contract for the provision of IVR, Web and Parking Payment Services for Council and parking meters is due for expiration. Council has gone to tender for the provision of these services for the next three years.

Two conforming tenders were received by the close of tender and all tenders have been scrutinised and assessed by a Tender Assessment Panel constituted in accordance with Council's Procurement Policies and Procedures and comprising representatives of Finance, Governance and Information and Property and Recreation Divisions.

The Tender Assessment Panel assessed all tenders in accordance with the following assessment criteria as set out in the formal tender documents:

- 1 Cost to Council
- 2 Implementation plan for the telephone, web and parking payment services
- 3 Demonstrated satisfactory experience in provision of telephone, web and parking payment services with a large organisation
- 4 Qualifications and experience of key personnel proposed to be engaged in relation with this contract
- 5 Efficiencies and innovation within system (eg Variation and adding new services)
- 6 Demonstrated strengthening of local economic capacity
- 7 Referees

- 8 PCI Compliance 3.2
- 9 APRA
- 10 Financial capacity

The Tender Assessment Panel utilised a weighted scoring method for the assessment of tenders which allocates a numerical score out of five in relation to the level of compliance offered by the tenders to each of the assessment criteria as specified in the tender documentation. The method then takes into account pre-determined weightings for each of the assessment criteria which provides for a total score out of five to be calculated for each tender. The tender with the highest total score is considered to be the tender that best meets the requirements of the tender documentation in providing best value to Council. Table 1 below summarises the results of the tender assessment and the ranking of tenders.

Tenderer	Rank of Tender
Commonwealth Bank of Australia	1
Windcave Pty Ltd	2

PROPOSAL

It is proposed that Council award the Commonwealth Bank of Australia to carry out the provision of IVR, Web and Parking Payment Services in accordance with the scope of works and technical specifications developed for the project.

The recommended tenderer has satisfied the Tender Assessment Panel that it is capable of undertaking the works to Council's standards and in accordance with the technical specification.

CONSULTATION AND COMMUNICATION

Members of the Tender Assessment Panel

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 goal "We are a connected and engaged community".

It specifically delivers on core business activities as detailed in the Financial Services Service Plan 2019-20.

RISK ASSESSMENT

The risk in accepting the recommendation of this report is considered low on the basis that the tender process has fully complied with Council's Procurement Policies and Procedures and the Local Government Act 1993.

FINANCIAL IMPLICATIONS

The recommended tender amount is within budget for this service.

CONCLUSION

It is recommended Council endorses the preferred tenderer as outlined in this report.