

SUMMARY OF SUBMISSIONS

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated Understanding of the Required Tasks	Social and economic effects on the local community			
Galaxy 42 Pty Ltd (Atturra Business Applications)	Yes	It was established in 2014. It has over 90 full-time employees. Its structure of business and details of the company's management and Technology 1 consulting teams including their qualifications and years of industry experience were provided. It did not specifically address specialised equipment that will be used to carry out the services though it stated elsewhere in its response that all services are delivered via processes designed to meet service level commitments and the processes are designed in line with the Information Technology Infrastructure Library (ITIL) framework. It proposed the six days a month on site consulting be resourced by its WA based consultants and specialised consultants located interstate may be used if required.	It has been providing consulting assistance, support and advice to over 75 local governments across Australia since it commenced operation. It currently provides onsite and remote consulting across a range of activities to various local governments in WA including provision of Technology 1 consulting services for the Cities of Gosnells (3 year contract), Cockburn (3 year contract) and Kwinana (commenced October 2021). Other examples included business as usual (BAU) and adhoc consulting for the Town of Cambridge and the Cities of Bayswater and Busselton.	It demonstrated a sound understanding of the required tasks. Though it submitted a brief response, it indicated the City's requirements fit the core capabilities of the company's client support services solution in terms of providing professional support services, service desk management (single point of contact, incident/change logging and tracking) and service level management (services and performance definition, cost of services and regular reviews/reporting). It is noted the company has in the past provided on site consulting to the City, across both the property and rating and the financials modules and has knowledge of the City's system and the ongoing support requirements.	It has operations in WA, SA, VIC, NSW, QLD and services Tasmania, Northern Territory and New Zealand clients. It is a national company with its headquarters located in Melbourne. It stated the company currently has three Perth based consultants, none of whom reside in the City of Joondalup.	75.8%	\$476,504 (Option 1)	1
All requirements have been met.							\$540,773 (Option 2)	
							\$646,356 (Option 3)	

TENDER 025/21 PROVISION OF TECHNOLOGY 1 SUPPORT SERVICES

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated Understanding of the Required Tasks	Social and economic effects on the local community			
<p>Della Maddalena Family Trust No 3 trading as Winthrop Australia</p> <p>All requirements have not been met.</p> <p>Though indicated yes to critical assumptions, did not provide details or specify critical assumptions made.</p> <p>Included for further assessment on the basis that clarifications could be sought, if shortlisted for further consideration.</p>	Partially compliant	<p>It is a privately-owned subsidiary of the CDM Group of companies formed in 1996. It employs over 71 staff across Australia and has 37 full-time staff members in WA. Its Submission included an organisational chart though details of key personnel or information on their qualifications and experience were not supplied. However, it stated it will work with the City to align the detailed requirements of the resources required, particularly for onsite staff. It briefly addressed specialised equipment available for use to undertake the services. It indicated support contacts for the service desk, service delivery managers, account manager (after hours numbers if required) and chief technology officer will be provided in the managed service agreement and as part of the onboarding process.</p>	<p>It did not fully demonstrate experience providing similar services to WA local governments though it included the Shire of Denmark as one of its references. Three examples of works were provided and these were for ICT services for Azure Capital (2019 ongoing), CDM Australia (2020 ongoing) and the City of Manningham (2020 ongoing). It indicated these works involved a range of services including service desk support and onsite attendance where necessary to perform a pre-determined list of tasks for that specific on site attendance, e.g., user support issues, hardware and system checks and general system admin duties, however, it made no reference to Technology 1 support services similar to the City's requirements.</p>	<p>It submitted insufficient information demonstrating its understanding of the required tasks. It merely stated that it will work with the City once the Contract is signed to immediately begin the process of co-ordinating the detailed job description for required skills, as well as putting the appropriate resource in front of the City for an interview within a timely manner.</p>	<p>It is a national organisation with offices in Perth, Melbourne, Sydney, Brisbane and its head office located in Crawley, WA.</p> <p>It indicated it currently engages MacWorx in Joondalup for all overflow works that it is not able to support. It has a number of staff members that reside in the City.</p>	36.9%	\$398,134	2