




Tender Register

Tender Number:	RFT252618		
Tender Title:	Supply and Implementation of ITSM Toolset Solution		
Tender Description: <i>Reg 17(2)(a)</i>	The City of Melville is seeking quotations from qualified vendors for the supply and implementation of an ITSM Toolset solution, including an ITIL-based IT Service Desk ticketing system. Vendors must demonstrate the capability to supply the solution and the expertise to implement it in line with ITIL best practices. The solution should support core service management functions such as incident management, service requests, change management, and reporting.		
Advertising Details:	29 October 2025 West Australian Newspaper		
Tender Deadline:	20 November 2025 2:00pm (AWST)		
Tender Opening:	20 November 2025 Time 2:05pm (AWST)		
Employees Present for Opening:	Sophie Capelinha, Senior Procurement Officer		
<i>Reg 16(3)(a)(i)</i>	Simon Taroo, Sourcing and Contracts Officer		
Members of the Public Present: <i>Reg 16(3)(b)</i>	N/A		
Tenderers <i>Reg 17(2)(e)</i>		ABN	ACN
1.	Accelerate IT Solutions Pty Ltd	30 613 657 542	613 657 542
2.	Alemba Pty Ltd	17 160 226 746	160 226 746
3.	Bellridge Pty Ltd	45 121 122 469	121 122 469
4.	Conexxia Pty Ltd	93 608 661 356	608 661 356
5.	Exsead Group	57 641 355 160	641 355 160
6.	GQI Consulting Pty Ltd	12 145 713 597	145 713 597
7.	Freshworks Australia Pty Ltd T/as HTC Global Pty Ltd	88 604 740 043	604 740 043
8.	Process Panda Pty Ltd	48 654 726 691	654 726 691
9.	Service Quality PTY LTD	83 097 540 344	097 540 344
10.	StreamLine Partners	12 621 568 358	62 156 358
11.	Synergy Enterprise Solutions	17 619 932 133	619 932 133
12.	Zoho Corporation Pty Ltd	79 631 476 563	631 476 563



Advertisement Notice <i>Reg 17(2)(d)</i>	Successful Tenderer(s): <i>Reg 17(2)(f)</i>
 <p>City of Melville</p> <p>RFT252618 Supply and Implementation of ITSM Toolset Solution</p> <p>Offers are invited from suitably qualified and experienced contractors for the above Request for Tender.</p> <p>A copy of the Request documentation must be obtained by registering your details via the City of Melville tender portal website: www.tenderlink.com/melville</p> <p>Offers must be submitted electronically via the City's e-tendering portal no later than 2:00pm (AWST) Thursday, 20th November 2025.</p> <p>All enquiries should be in the first instance via the Tenderlink Forum otherwise directed to David Burton on 9364 0967.</p> <p>Offers that are late or submitted by facsimile, email or in hard copy will not be accepted. The City reserves the right to reject any or all Offers and the lowest offer will not necessarily be accepted. Canvassing of City of Melville Councillors or staff will disqualify Respondents from the evaluation process.</p> <p>Gail Bowman Chief Executive Officer</p>	Alemba Pty Ltd
	Tender Awarded by:
	The tender was awarded under Delegated Authority DA-027 following the Contract Tender Advisory Unit Meeting
	Date of Meeting:
	24 February 2026
Value of Successful Tender(s) <i>Reg 17(3)</i>	
Schedule of Rates	

Contract Signed:	March 2026
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