

**C20/5769 – LATE ITEM - REPORT FROM GOVERNANCE COMMITTEE, RFQ202111
SERVICE REVIEW OF CUSTOMER INTERACTIONS (REC) (CONFIDENTIAL
ATTACHMENTS)**

Ward : All
 Category : Operational
 Subject Index : Tender (Request for Quote)
 Customer Index : City of Melville
 Disclosure of any Interest : No Officer involved in the preparation of this report has a declarable interest in this matter.
 Previous Items : C20/5752 Late Item – Confidential Item M20/5755 Independent Review – Special Meeting of Council, held 29 June 2020
 Works Programme : Not Applicable
 Funding : Operating Expenditure Budget 2020-2021
 Responsible Officer : Alan Ferris – Director Corporate Services

AUTHORITY / DISCRETION

DEFINITION

<input type="checkbox"/>	Advocacy	<i>When the Council advocates on its own behalf or on behalf of its community to another level of government/body/agency.</i>
<input checked="" type="checkbox"/>	Executive	<i>The substantial direction setting and oversight role of the Council. e.g. adopting plans and reports, accepting tenders, directing operations, setting and amending budgets.</i>
<input type="checkbox"/>	Legislative	<i>Includes adopting local laws, town planning schemes & policies.</i>
<input type="checkbox"/>	Review	<i>When the Council operates as a review authority on decisions made by Officers for appeal purposes.</i>
<input type="checkbox"/>	Quasi-Judicial	<i>When the Council determines an application/matter that directly affects a person's right and interests. The judicial character arises from the obligation to abide by the principles of natural justice. Examples of Quasi-Judicial authority include town planning applications, building licences, applications for other permits/licences (eg under Health Act, Dog Act or Local Laws) and other decisions that may be appealable to the State Administrative Tribunal.</i>
<input type="checkbox"/>	Information	<i>For the Council/Committee to note.</i>

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KEY ISSUES / SUMMARY

- This matter was considered by the Governance Committee on 13 August 2020.
- This report addresses the Governance Committee recommendation to accept a quote submitted for the Service Review of Customer Interactions.

BACKGROUND

The City of Melville is seeking at all times to improve the services that it provides to its residents. As a Local Government we have decided that one way in which we can improve our standards is to learn from our interactions with residents. The Council has resolved that it will seek an independent review of its dealings with two residents who have had issues with the handling of their concerns. It is the intention of the Council to have these issues analysed independently and if necessary make adjustments to our service provision.

DETAIL

Qualitative scores were achieved by joint agreement of the evaluation panel members at the evaluation meeting after each panel member had scored the submission individually. The City set three qualitative criteria for this Request, being Demonstrated Experience, Key Personnel and Methodology.

The Evaluation Panel reviewed all Respondent offers and prepared an Evaluation Report, identifying recommended Respondents.

The recommendation of the Evaluation Panel was considered by the Governance Committee at its meeting held 13 August 2020. At the meeting, Mayor Gear tabled confidential information, which was a resume of the second preferred respondent.

STAKEHOLDER ENGAGEMENT

I. COMMUNITY

Stakeholder engagement has taken place between the City and the ratepayers relevant to this review of customer interactions. All parties agreed on the scope prior to advertising the request.

II. OTHER AGENCIES / CONSULTANTS

No external agencies were consulted.

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STATUTORY AND LEGAL IMPLICATIONS

There are no Statutory or legal implications associated with this report.

FINANCIAL IMPLICATIONS

Budget	\$60,000
If the budget is exceeded by appointing the proposed contractor a budget amendment proposal must be included in the recommendation	Not applicable, within budget.

STRATEGIC, RISK AND ENVIRONMENTAL MANAGEMENT IMPLICATIONS

There are no residual risk implications following the invitation and evaluation process conducted for this item. Actions taken to address identified risks are listed in a confidential attachment.

POLICY IMPLICATIONS

Council Policy CP-023 Procurement of Products or Services applies to this matter.

ALTERNATE OPTIONS AND THEIR IMPLICATIONS

The only alternative to approving one of the quotes provided, would be to not proceed with the Project.

CONCLUSION

The Evaluation Panel Report recommended a supplier that had the necessary demonstrated experience, appropriate capacity to deliver and follow a methodology in line with the City's expectations and offered the lowest cost to the City of the shortlisted submissions whilst satisfying the City's qualitative requirements therefore they offer the best value for money.

The Governance Committee supported the appointment of the second preferred respondent contained in the report, based on the additional confidential information tabled at its meeting.

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COMMITTEE RESOLUTION

That's the Governance Committee recommend that the Council:

- 1. Note the Confidential Attachment –RFQ202111 Quote Evaluation Report, and**
- 2. Based on the additional confidential information tabled at the Governance Committee meeting, supports the appointment of the second preferred respondent contained in the RFQ202111 Quote Evaluation Report.**
- 3. Upon resolution the recommendation, directs that the successful respondents' name be inserted below this point 3:**