



Tender Register

Tender Number:	EOI242501
Tender Title:	Supply and Implementation of a Customer Experience, Relationship and Request Management Platform
Tender Description: <i>Reg 17(2)(a)</i>	<p>The City of Melville ("City") is seeking Expressions of Interest (EOI) from Suppliers to supply, configure and implement a Customer Experience, Relationship and Request Management (CXR) platform. Information regarding ongoing maintenance and technical support for the new platform also forms part of this request.</p> <p>Please refer to Appendix 1 – Specification and Appendix 2 – Requirements for full details.</p>
Advertising Details:	5 June 2024 West Australian Newspaper
Tender Deadline:	4 July 2024 2:00pm (AWST)
Tender Opening:	4 July 2024 2:15pm (AWST)
Employees Present for Opening:	Michael Tanate, Procurement Officer
<i>Reg 16(3)(a)(i)</i>	Janis Sinclair, Procurement Renewal & Contracts Officer
Members of the Public Present: <i>Reg 16(3)(b)</i>	Nil

Tenderers <i>Reg 17(2)(e)</i>		ABN	ACN
1.	8Squad Pty Ltd	54 633 218 318	633 218 318
2.	Datacom Solutions (AU) Pty Ltd	16 168 988 636	168 988 636
3.	Deloitte Consulting Pty Ltd	86 611 750 648	611 750 648
4.	Ennovative Pty Ltd	51 143 351 348	143 351 348
5.	HCL Australia Services Pty Ltd	72 081 196 983	081 196 983
6.	Infor Global Solutions (ANZ) Pty Ltd	25 003 538 314	003 538 314
7.	Kyte Consulting Pty Ltd	14 650 657 908	650 657 908
8.	Mastek Systems Pty Ltd	22 615 406 221	615 406 221
9.	Seisma Pty Ltd	43 108 575 604	108 575 604
10.	Silver Lining Cloud Solutions Pty Ltd	27 603 082 962	603 082 962



Advertisement Notice Reg 17(2)(d)	Short List of Approved Tenderer(s): Reg 17(2)(f)
 <p>EOI242501 - Supply and Implementation of a Customer Experience, Relationship and Request Management Platform</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, 4 July 2024.</p> <p>All enquiries should be in the first instance via the Tenderlink Forum otherwise directed to Michael Tanate on 9364 0307.</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>	<ul style="list-style-type: none">• Ennovative Pty Ltd• HCL Australia Pty Ltd• 8Squad Pty Ltd
	Tender Awarded by:
	The shortlist was approved under Delegated Authority DA-030 following the Contract Tender Advisory Unit Meeting
	Date of Meeting:
20 August 2024	