



# Tender Register

<b>Tender Number:</b>	RFT242512 – Restricted Tender
<b>Tender Title:</b>	Supply and Implementation of a Customer Experience, Relationship and Request Management Platform
<b>Tender Description:</b> <i>Reg 17(2)(a)</i>	<p>The City of Melville (“City”) is seeking Vendors 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>This restricted tender follows on from the EOI Process conducted for EOI242501.</p>
<b>Advertising Details:</b>	5 June 2024 Tenderlink e-tendering portal
<b>Tender Deadline:</b>	11 April 2025 2:00pm (AWST)
<b>Tender Opening:</b>	2:15pm (AWST)
<b>Employees Present for Opening:</b>	Sophie Capelinha, Senior Procurement Officer
<i>Reg 16(3)(a)(i)</i>	Janis Sinclair, Procurement Renewal & Contracts Officer
<b>Members of the Public Present:</b> <i>Reg 16(3)(b)</i>	Nil

<b>Shortlisted Tenderers</b> <i>Reg 17(2)(e)</i>		<b>ABN</b>	<b>ACN</b>
1.	8Squad Pty Ltd	54 633 218 318	633 218 318
2.	Ennovative Pty Ltd	51 143 351 348	143 351 348
3.	HCL Australia Services Pty Ltd	72 081 196 983	081 196 983



<b>Advertisement Notice</b> <i>Reg 17(2)(d)</i>	<b>Successful Tenderer(s):</b> <i>Reg 17(2)(f)</i>
N/A Restricted Tender	Ennovative Pty Ltd
	<b>Tender Awarded by:</b>
	The tender was awarded following the Special Meeting of Council
	<b>Date of Meeting:</b>
	25 <sup>th</sup> June 2025
	<b>Value of Successful Tender(s)</b> <i>Reg 17(3)</i>
	Schedule of Rates