



Tender Register

Tender Number:	RFT252618
Tender Title:	Supply and Implementation of ITSM Toolset Solution
Tender Description: <i>Reg 17(2)(a)</i>	<p>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.</p> <p>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.</p>
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