

### 7.5.1 2025108 CALL HANDLING AND ASSOCIATED SERVICES

<b>Responsible Manager:</b>	Marg Spowart, Manager Customer Experience and Community Facilities
<b>Responsible Director:</b>	Joanne Robertson, Executive Manager Communications and Customer Experience

#### RECOMMENDATION

That Council

1. Approves access to the Municipal Association of Victoria, Contract *ICT Professional and Leasing Services panel (ES8111-2021)* for provision of Afterhours Call Handling and Associated Services, under Council Contract No. 2025108 for a schedule of rates-based contract with an estimated contract value of \$100,000.00 for the initial term and an estimated total contract value of \$320,000.00 inclusive of all available extension options.
2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement.
3. Notes that the contract initial term ends on 31 August 2026 and the contract also has 2 extension options of 1 year each and authorises the Chief Executive Officer to approve extension options subject to the Municipal Association of Victoria, extension approval and satisfactory performance for the City of Monash and
4. Notes that the estimated schedule of rates contract values stated above are based on anticipated spend, inflation and growth.

#### INTRODUCTION

Council Officers seek access to the Municipal Association of Victoria (MAV) the provision of ICT Professional and Leasing Services panel contract (ES8111-2021) for Afterhours Call Handling and Associated Services.

#### BACKGROUND

Council currently engages the MAV contract Call Handling and Associated Services (CH8311-2020) under Council Contract No: 2021055. This contract is due to expire on 31/05/2025 and is not being renewed by the MAV.

The MAV, Procurement Australia and the Victorian Government Department of Treasury and Finance often establish contracts on behalf of or accessible to Local Government authorities so that they may access supplier contracts in an efficient and cost-effective manner. These organisations are focused on achieving better procurement outcomes by aggregating demand and achieving improved commercial and service outcomes.

- A. Council officers are seeking to access a current alternative contract through the MAV for the same services under their ICT Professional and Leasing Services panel contract (ES8111-2021) because: the service fees are the same;
- B. the service provider is Council's incumbent, and the service quality is satisfactory;

- C. the contract term allows sufficient time to review Council's future needs and delivery models for the future;
- D. this contract is in line with current service provisions and provides a seamless transition with no impact on our community or internal stakeholders.

The proposed MAV contract is for an initial period ending 31 August 2026 with two separate extension options of one year each.

## NOTIFICATION

A Public Notice was not required because the proposal is to access a contract from the MAV Contract ICT Professional and Leasing Services panel (ES8111-2021) as allowed under Council's Procurement Policy.

## TENDER EVALUATION

Due to the MAV conducting their own evaluation, the evaluation conducted by Council Officers was based solely on the findings within the MAV Evaluation Recommendation Report.

The Council evaluation panel consisted of:

Officer Name	Position and Department
Marg Spowart	Manager, CX and Community Facilities
Lachlan MacDonald	Coordinator, CX
Emily Hore	Procurement Officer

Whilst the MAV ICT Professional and Leasing Services panel allows access to a range of suppliers, Council Officers are proposing to access Oracle Customer Management Solutions Pty Ltd because this is the only supplier on this panel that provides the specific after hours Call Handling and Associated Services required by Council.

Please note that Council's incumbent provider is Oracle Customer Management Solutions Pty Ltd.

## FINANCIAL IMPLICATIONS

The contract is based on a schedule of rates with an estimated expenditure of \$100,000 (GST inclusive) for the initial term, and a total estimated contract value of \$320,000 inclusive of all available extension options.

There are enough funds in the current operating budget for this year. Next year's budget is proposed to have sufficient funds to continue the service under this proposed contract.

## CONCLUSION

Council approves the recommendations contained within this report.



## ATTACHMENT LIST

Nil