

**5.5 TENDER FOR MAVP TELECOMMUNICATIONS: IP TELEPHONY**

(CF2019096: AJ)

Responsible Officer: Jarrod Doake, Chief Operating Officer

**RECOMMENDATION***That Council:*

- 1. Awards the tender from ArchiTech Network & Communications Solutions Pty Ltd for MAVP Telecommunications, Contract No. 2019096 for IP Telephony Hardware, Implementation and Support for an estimated total contract value of \$ 796,595 inclusive of all available extension options.;*
- 2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement; and*
- 3. Notes that the contract will commence from 2<sup>nd</sup> May 2019, with an initial term of 3 years and the contract has two extension options of one year each and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance.*

*Please note that all dollar figures are GST inclusive unless stated otherwise.***INTRODUCTION**

Council has tendered for MAVP Telecommunications: IP Telephony (Ref: TC4322-2013)

**BACKGROUND**

The City of Monash is looking to appoint a supplier to provide a centralised telephony system that will replace the current PABXs at City of Monash sites (including Contact Centre) and full migration of Council number range to new technology, as copper lines will be decommissioned by 2020 with the NBN rollout.

The new centralised telephony system will use Council's local network infrastructure and the internet to transmit voice calls (IP Telephony). The system provides as many features as the current PABX system and more. It also simplifies the support and administration processes.

The new telephony system will provide flexibility and the platform for future enhancements.

Council currently engages the services of TeleRes to support multiple PABX systems across City of Monash major sites.

**NOTIFICATION**

Two Tenderers were selected from the Municipal Association of Victoria's contract TC4322-2013 – Telecommunications (Data), as allowed under the Local Government Act, Section 186, Part 5, in accordance with arrangements approved by the Minister for Local Government.

These two tenderers were selected because of their experience delivering IP Telephony solutions. The Tenderers were invited via Council's eTendering portal on 30 January 2019 to submit a tender, with a close date of 2 pm on 15 February 2019.

**TENDERS RECEIVED**

Tender submissions were received from the following two suppliers by the appointed closing time.

No.	Tenderer
1	ArchiTech Network & Communications Solutions
2	Thomas Duryea Consulting

**Tender Conformance:**

All submissions were accessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

All tender submissions were deemed conforming.

**TENDER EVALUATION**

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

**Evaluation Criteria:**

The conforming tenders were assessed in accordance with the evaluation criteria published in the tender documentation: *(Note: Financial Viability may be treated as either a weighted percentage or pass/fail)*

Key	Key Evaluation Criteria	Weighting (%)
<i>Non-Price (40%)</i>	<i>Experience</i>	<i>15%</i>
	<i>Suitability</i>	<i>10%</i>
	<i>References</i>	<i>10%</i>
	<i>Timeframes</i>	<i>5%</i>
<i>Price (60%)</i>	<i>Price</i>	<i>60%</i>
	<b>Total</b>	<b>100%</b>
<b>Mandatory Items</b>	<ul style="list-style-type: none"> <li>Completed and signed Quotation Response Schedule</li> <li>Insurance Certificates of Currency (as outlined in the Respondent Declaration)</li> </ul>	<b>Pass</b>

	<ul style="list-style-type: none"> <li>• Australian Business Number (ABN) Certification</li> <li>• Australian Company Number (ACN) Certification</li> <li>• Quotation Sum criteria outlined above</li> </ul>	
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**DISCUSSION**

The following information supports the evaluation panel’s recommendations.

ArchiTech Network & Communications Solutions is a Cisco’s technology partner providing communication, collaboration and security solutions across Victoria. ArchiTech Network & Communications Solutions differentiation comes through their flexible approach, client interaction, and collaborative nature to deliver world-class solutions.

1. Experience
  - a. ArchiTech Network & Communications Solutions has extensive experience providing IP Telephony solutions to government and other organisations, including the City of Moonee Valey, St Vincent’s Health and Holmsglen Institute.
2. Suitability
  - a. The solution submitted by ArchiTech Network & Communications Solutions fully complies with required specifications.
3. References
  - a. All contacted referees have provided positive feedback.
4. Timeframes
  - a. ArchiTech Network & Communications Solutions is able to deliver the proposed solution within the required timeframe.
5. Price
  - a. ArchiTech Network & Communications Solutions submitted the most competitive solution.

The final evaluation ranking (including the price and non-price evaluation criteria) had ArchiTech Network & Communications Solutions ranked highest and as such, the evaluation panel recommends ArchiTech Network & Communications Solutions as representing the best value outcome for Council at a cost of \$796,595 inc. GST. Inclusive of available extension options.

**FINANCIAL IMPLICATIONS**

The allocated capital budget to deliver an IP Telephony solution for 2018/2019 is \$339,868 and for 2019/2020 - \$474,432, with an operational budget of \$60,000 per year.

ArchiTech’s fixed price solution is \$513,155. inc. GST and an annual support cost of \$56,688 per year. The total support cost of the contract (5 years) is estimated at \$283,440 inc GST.

The remaining funds will be allocated to introduce enhanced features like presence, unified messaging, instant messaging and call/video conferencing.

The total cost over the duration of the contract is estimated at \$796,595 inc. GST, and inclusive of all available extension options.

***CONCLUSION***

That Council approves the recommendations contained within this report.