

7.3.1 2024092-CISCO INTERNET PROTOCOL TELEPHONY

(2024092)

Responsible Manager:	Adil Khan, Chief Information Officer
Responsible Director:	Simone Wickes, Director Corporate Services

RECOMMENDATION

That Council:

- 1. Awards the tender from OutcomeX Pty Ltd for Cisco IP Telephony, Contract No.2024092 for a Lump Sum of \$1,276,398.88 for the five (5) year contract term, inclusive of implementation, cloud hosting services, maintenance, support, product licensing and professional services;*
- 2. Approves an additional \$64,000 for Contingencies;*
- 3. Authorises the Chief Executive Officer to execute the contract agreement subject to successful negotiation of contractual terms and conditions by Council Officers;*
- 4. Notes that the services will commence in May 2024; and*
- 5. Notes that the total budget for this project including the Lump Sum and Contingency over 5 years is \$1,340,398.88.*

(*Please note that all dollar figures are GST Inclusive unless stated otherwise).

INTRODUCTION

Council has tendered for the renewal of its Cisco Internet Protocol (IP) Telephony Services.

As part of its planning process for this tender, Council Officers considered its procurement options, including whether to go to market itself, participate in regional or sector collaboration or to possibly access established contracts via other compliant Procurement agreements.

Collaboration options were not appropriate for this renewal of Cisco IP Telephony services, as the solution is required to interface with numerous Council specific systems and programs, requiring a unique solution. To ensure this software solution provides the appropriate functionality, value and cost-effectiveness required by Council, Council has decided to proceed with a public tender process.

BACKGROUND

The tendered service scope allows renewal and upgrade of Council's current on-premises Cisco IP Telephony to a new Cloud-based IP Telephony platform to access the modern features provided by the cloud, by leveraging Council's existing investment in Cisco's Flex 3.0 licensing.

Additionally, this renewal and upgrade aims to improve staff and customer experience and serve the growing needs of Council & its customers. This tender will look to procure Cisco software/hardware, licensing, and training to be rolled out across the organisation.

The Cisco IP Telephony system is used across a broad range of Council departments, including:

- Maternal Child Health
- Customer Experience
- IT Service Desk
- City Planning and
- Active Monash

Currently, Council engages the services of ArchiTech Network and Communications Solution Pty Ltd through the Municipal Association of Victoria (MAV) contract TC4322-2013 for Cisco IP Telephony on premise support under Council Contract No. 2019096. This contract ends on 24 April 2024. This service will not be required in the future, if Council moves from an on premise to the proposed cloud-based Cisco IP Telephony solution.

In addition to the service provided by ArchiTech Network, OutcomeX Pty Ltd currently provides Council the licencing and support services for this same technology.

NOTIFICATION

A public notice was placed in The Age newspaper on 28 October 2023 and the tender closed on 10 November 2023.

TENDERS RECEIVED

Three (3) tender submissions were received by the appointed closing time.

- Kyttec
- OutcomeX Pty Ltd.
- Uplinx Advanced Services

TENDER CONFORMANCE

All submissions were assessed 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.

The tenderers were assessed in accordance with the following evaluation criteria as published in the tender documentation:

Pass/Fail Assessment Criteria	Score
Quality Systems (if applicable)	<i>Pass/Fail</i>
OHS	<i>Pass/Fail</i>
Mandatory Insurances (if applicable)	<i>Pass/Fail</i>
Tenderers must be able to provide Cisco products as a Cisco-authorised provider	<i>Pass/Fail</i>

	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	25%
	Project Timelines or other criteria	10%
	Sustainability	5%
Quantitative Criteria	Price	60%

DISCUSSION

Clarification questions and online demonstrations were conducted with the top two ranked tenderers. Both tenderers demonstrated that their products comply with all of Councils specification requirements.

The final evaluation ranking (including the price and non-price evaluation criteria) had OutcomeX Pty Ltd. ranked highest and as such, the evaluation panel recommends OutcomeX Pty Ltd as representing the best value outcome for Council.

FINANCIAL IMPLICATIONS

A contingency of \$64,000 is proposed to allow for additional user licenses required due to likely usage growth and any additional technical support resources required through OutcomeX to undertake additional services during the contract term.

The implementation costs associated with this service are covered by the existing approved capital budget and ongoing operational costs will be funded from future operating budgets.



CONCLUSION

That Council approves the recommendations contained within this report.

ATTACHMENT LIST

Nil