

Contract number 2020/166Q
Contract Title Customer Experience Strategy Development
Project Officer Deborah Moldrich
Officer Phone 49742068

Contractor Details

Contractor Name Wisdom Innovatiions Pty Ltd
Contractor ABN 60600888453
Contractor Address Level 2, 50 Miller Street, North Sydney NSW 2060
Contractor Phone 0403770881

Contract Information

Contract Description CN requires a partner to provide relevant research, facilitation and analysis services and the subsequent development of a draft Customer Experience Strategy and Action Plan

Maintenance Provisions n/a

Contract Value \$181,779
Contract Duration 6 - 12 months
Date Commenced 23/01/2020
Tender Document A copy of the tender document is not available at this stage

Process

Tender Method Select Tender
Submissions Received 6

| <u>Assessment Criteria</u> | <u>Weighting</u> |
|--|-------------------------|
| Capacity to deliver specified services | 35% |
| Met the Brief | 20% |
| Previous Local Government experience | 25% |
| Pricing | 5% |
| Resourcing | 10% |
| Referees | 5% |