

**Contract number** 2022/038T  
**Contract Title** Customer Service Training  
**Project Officer** Kirsten Basford  
**Officer Phone** 4974 2064

**Contractor Details**

**Contractor Name** Think Startup  
**Contractor ABN** 60 600 888 453  
**Contractor Address** 2408/7 Railway Street, Chatswood NSW 2067  
**Contractor Phone** 02 403770881

**Contract Information**

**Contract Description** The provision of customer service training for all City of Newcastle employees. The goal of the training is to ensure staff feel confident to engage with customers and to embed a consistent approach to customer experience across the organisation.

**Maintenance Provisions** n/a

**Contract Value** \$393,618  
**Contract Duration** 3 years  
**Date Commenced** 15/12/2021  
**Tender Document** A copy of the tender document is not available at this stage

**Process**

**Tender Method** Open Tender  
**Submissions Received** 8  
**Quotation Schedule** 8033969

<b><u>Assessment Criteria</u></b>	<b><u>Weighting</u></b>
Supplier Diversity	5%
Technical Abilities & Expertise in field	15%
Methodology/Proposed Approach	15%
Fit Culture & Price	10%
Addressed all aspects of the tender briefing/Avail	25%
Quality of Proposal/Local Government Experienc	30%

**Council Report**

**Contract Agreement**