

Contract number 2021/024T
Contract Title Customer Service Management Platform
Project Officer Joneil Palenzuela
Officer Phone 4974 2509

Contractor Details

Contractor Name RPX Services Limited
Contractor ABN 30 146 959 917
Contractor Address Level 15, 31 Queen Street, Melbourne VIC 3000
Contractor Phone 0403 761 448

Contract Information

Contract Description Commercial Off the Shelf (COTS) Customer Service Management Platform (CSM) to be implemented, managed and supported by the selected supplier

Maintenance Provisions n/a

Contract Value \$1,228,964
Contract Duration 156 weeks
Date Commenced 2/10/2020
Tender Document A copy of the tender document is not available at this stage

Process

Tender Method NSW Government ICT Services Scheme SCM 0020
Submissions Received 7

| <u>Assessment Criteria</u> | <u>Weighting</u> |
|--|-------------------------|
| Value for Money | 25% |
| Customer Service Management and Capability | 20% |
| Proof of Concept Digital Workflows | 20% |
| Capability to Meet Transition Requirements | 15% |
| Supplier Diversity | 5% |
| Capacity to meet operational requirements | 15% |