



ATTACHMENT BOOKLET FOR ORDINARY COUNCIL MEETING

29 January 2025 at 5:00pm

INDEX

5.1 CHIEF EXECUTIVE OFFICER

5.1.1 Correspondence from Terra Mining Pty Ltd seeking contract extension 1

6.1 CORPORATE SERVICES

6.1.1 Request for Tender Package – ICT Managed Services 3

6.1.2 *Confidential: Appendix A Proposed Draft Contract (provided to Councillors under separate cover)*

Mingenew Shire Council
21 Victoria Road
PO Box 120
Mingenew WA 6522

Application to Extend Shire Road Agreement to Haul Iron Ore material from Extension Hill to Geraldton Port

14 January 2025

Gary, Matt and Councillors

Our current road agreement with the Mingeneew Shire ceases on the 31 January 2025.

We respectfully request to extend the current road agreement until 31 March 2026 with current conditions unchanged.

We request this extension to align with the current Main Road Western Australian (MRWA) agreement, which finishes on the 31 March 2025, and to foresee an extension we will apply to MRWA for until 31 March 2026.

The haulage operations and route will be the same as what is being completed in the current road agreement.

We thank Council for the ongoing support we have received, and we look forward to Councils favourable consideration in this matter.

Yours faithfully,



Barry Cook
Chief Operating Officer
Terra Mining Pty Ltd

From: [Shane Noon](#)
To: [Erin Greaves](#)
Subject: Fw: Terra Mining Request to Extend Road Agreement
Date: Tuesday, 14 January 2025 3:44:49 PM
Attachments: [image001.png](#)
[image002.png](#)
[Mingenew Shire Road Agreement.pdf](#)

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From: Matt Fanning <ceo@mingenew.wa.gov.au>
Sent: Tuesday, January 14, 2025 12:24:32 PM
To: Shane Noon <works@mingenew.wa.gov.au>
Subject: FW: Terra Mining Request to Extend Road Agreement

From: Damian Lesque <Damian.Lesque@terramining.com.au>
Sent: Tuesday, January 14, 2025 12:23:43 PM (UTC+08:00) Perth
To: Gary Cosgrove <CRcosgrove@mingenew.wa.gov.au>
Cc: Matt Fanning <ceo@mingenew.wa.gov.au>; Timothy Moore <timothy.moore@terramining.com.au>; Barry Cook <barry.cook@terramining.com.au>
Subject: Terra Mining Request to Extend Road Agreement

Caution: This email originated from outside the organization. Be cautious with links and attachments.

Good afternoon Gary,

We do appreciate your time this afternoon and for the discussion around the extension to the road agreement.

When I discussed the road extension with Matt prior to Christmas we were hoping to avoid a special council meeting as we were in a position to be able to haul material to cover then planned ships. Unfortunately the haulage contractor is finding it difficult to get enough sub-contractors to be able to complete the work should we stop and start again.

We are respectfully asking if we can haul between 1-19 February until Council can approve our attached request?

Attached is our request for an extension in which, on discussion with Matt covers until March 2026 to avoid having to go back to council after the current MRWA road agreement ceases end of March 2025.

Again thank you for your time and assistance in this matter.

Kind regards,

Damian Lesque

Project Compliance Manager

M: +61 419 903 549 | **E:** Damian.Lesque@terramining.com.au



Head Office: Level 1, 7 Rheola St, West Perth WA 6005 | **P:** +61 8 9744 8899

Extension Hill: +61 8 9122 1889 | **W:** www.terramining.com.au | **H:** [HSEQ ePortal](#)





Request for Tender

Request for Tender: Managed Services Provider (ICT Support)

Open From: TBD

Deadline: TBD

Address for Delivery: **Via Email**
tenders@mingenew.wa.gov.au

RFT Number: RFT 02 24-25

Contents

1	Conditions of Responding	3
1.1	Contract Requirements in Brief	3
1.2	Definitions	3
1.3	Contact Persons	3
1.4	Selection Criteria	4
1.5	Compliance Criteria	4
1.6	Qualitative Criteria	4
1.7	Value Considerations	4
1.7.1	Price Basis	5
1.8	Principal's Policies That May Affect Selection	5
1.9	Lodgement of Response and Delivery Method	5
1.10	Rejection of Responses	5
1.11	Acceptance of Responses	5
1.12	Response Validity Period	5
1.13	Precedence of Documents	6
1.14	Alterations	6
1.15	Ownership of Responses	6
1.16	Canvassing of Officers	6
1.17	Identity of the Respondent	6
2	Specification	6
2.1	Scope of Work	6
2.2	Transition Plan (Overview)	8
3	General Conditions of Contract	8
3.1	Insurances	9
3.2	Contract Term	9
4	Respondent's Offer	10
4.1	Offer Form	10
4.2	Selection Criteria	11
4.2.1	Compliance Criteria	11
4.2.2	Qualitative Criteria	12
4.3	Price Information	14
4.3.1	Price Basis	14
4.3.2	Price Schedule	15

1 Conditions of Responding

1.1 Contract Requirements in Brief

The Shire of Mingenew is a small, Local Government Authority (LGA) located in the Midwest, approximately 110km south-east of the City of Greater Geraldton. Historically, the Shire has relied upon external contractors to carry out essential Information & Communications Technology (ICT) functions. The Shire's contract with our current Managed Services Provider (MSP) expires mid-March 2025.

In-keeping with the Shire's Purchasing Policy, a Request for Tender (RFT) process is being undertaken to ensure both continuity of service and ongoing value to our community. A full statement of the Goods/Services required under the proposed Contract appears in Part 2: Specification.

1.2 Definitions

Below is a summary of some of the important defined terms used in this Request:

Contractor	Means the person or persons, corporation or corporations who's Response is accepted by the Principal, and includes the executors or administrators, successors and assignments of such person or persons, corporation or corporations.
Deadline	The Deadline shown on the front cover of this Request for lodgement of your Submission.
General Conditions of Contract	Means the General Conditions of Contract for the Supply of Goods and/or Provision of Services provided or nominated in Part 3: General Conditions of Contract.
Offer	Your Offer to be selected to supply the Requirements.
Principal	Shire of Mingenew
Response	Completed Offer, response to Selection Criteria, and Attachments.
Requirement	The Goods and/or Services requested by the Principal.
Request or RFT or Request for Tender	This document.

1.3 Contact Persons

Respondents should not rely on any information provided by any person other than the person listed below:

Name:	Jack Smith (Senior Finance Officer)
Telephone:	08 9928 1102
Email:	sfo@mingenew.wa.gov.au

1.4 Selection Criteria

The Contract may be awarded to a sole Respondent who best demonstrates the ability to provide quality products and/or services at a competitive price. The tendered prices will be assessed together with the qualitative and compliance criteria to determine the most advantageous outcome to the principal.

The Principal has adopted the best value for money approach to this Request. This means that, although price is considered, the Response containing the lowest price will not necessarily be accepted, nor will the offer ranked the highest on the Qualitative Criteria.

A scoring system will be usual as part of the assessment of the Qualitative Criteria. Unless otherwise stated, a Response which provides all the information requested will be assessed as satisfactory.

The extent to which the Respondent demonstrates greater satisfaction of each of these criteria will result in a greater score. The aggregate score of each Response will be used as one of the factors in the final assessment of the Qualitative Criteria and in the overall assessment of value for money.

1.5 Compliance Criteria

These criteria are detailed within Part 4: Respondent's Offer, Section 4.2.1: Compliance Criteria of this document, and will not be point scored. Each Response will be assessed on a Yes/No basis as to whether the criterion is satisfactorily met. An assessment of "No" against any criterion may eliminate the Submission from consideration.

1.6 Qualitative Criteria

In determining the most advantageous Response, the Evaluation Panel will score each Response against the Qualitative Criteria as detailed within Part 4: Respondent's Offer, Section 4.2.2: Qualitative Criteria of this document. Each criterion will be weighted to indicate the relative degree of importance that the Principal places on the technical aspects of the goods or services being purchased.

▲ It is essential that Respondents address each Qualitative Criterion.

Information that you provide addressing each Qualitative Criterion will be point scored by the Evaluation Panel. Failure to provide the specified information may result in a low score and/or elimination from the evaluation process.

1.7 Value Considerations

The non-weighted cost method is used where functional considerations such as capacity, quality and adaptability are seen to be crucial to the outcome of the contract. The evaluation panel will make a series of value judgements based on the capability of the Respondents to complete the Requirements and a number of factors will be considered including:

- a) the qualitative ranking of each Respondent; and
- b) the pricing submitted by each Respondent.

Once the tenders have been ranked, the Evaluation Panel will make a value judgement as to the cost affordability, qualitative ranking and risk of each Response, in order to determine the Response which is most advantageous to the Principal. The tendered price will be considered along with related factors affecting the total cost to the Principal (e.g. the lifetime operating costs of goods or the Principal's contract management costs may also be considered in assessing the best value for money outcome).

1.7.1 Price Basis

All prices for Goods/Services offered under this Request are to be fixed for the term of the Contract. If the Respondent is unwilling to offer a fixed price tender bid, an alternative Price Variation Mechanism must be proposed at Part 4: Respondent's Offer, Section 4.3.1: Price Basis. Tendered prices must be fully itemised and clearly show the Goods and Services Tax (GST) payable in respect of each item of Goods or Services listed.

1.8 Principal's Policies That May Affect Selection

The following policies may affect this selection:

- 1.2.8 ICT Policy
- 1.2.9 Prequalified Suppliers Policy
- 1.3.1 Purchasing Policy
- 1.3.2 Asset Management
- 1.3.7 Regional Price Preference

1.9 Lodgement of Response and Delivery Method

The Response must be lodged by the Deadline.

▲ The Deadline for this RFT is 5:00pm AWST on Friday, 14th of February, 2025.

Only submissions sent by email to tenders@mingenew.wa.gov.au will be accepted.

1.10 Rejection of Responses

A Response will be rejected without consideration of its merits in the event that:

- a) it is not submitted before the Deadline; or
- b) it is not submitted at the place specified in the Request for Tender; or
- c) it may be rejected if it fails to comply with any other requirements of the Request for Tender; or
- d) the Respondent does not submit an Offer form which has been completed and signed together with all the required Attachments.

Web links or hyperlinks will **not** be considered to form part of any Submission received.

1.11 Acceptance of Responses

Unless otherwise stated in this Request, Responses may be for all or part of the Requirements and may be accepted by the Principal either wholly or in part. The Principal is not bound to accept the lowest Response and may reject any or all Responses submitted.

1.12 Response Validity Period

All Responses will remain valid and open for acceptance for a minimum period of ninety (90) days from the Deadline.

1.13 Precedence of Documents

In the event of there being any conflict or inconsistency between the Terms and Conditions herein and those in the General Conditions of Contract, the Terms and Conditions appearing in this Request will have precedence.

1.14 Alterations

The Respondent must not alter or add to the Request documents unless required by these General Conditions of Responding. The Principal will issue an addendum to all registered Respondents where matters of significance make it necessary to amend the issued Request for Tender documents before the Deadline.

1.15 Ownership of Responses

All documents, materials, articles and information submitted by the Respondent as part of or in support of a Response shall become upon submission the absolute property of the Principal and will not be returned to the Respondent at the conclusion of the Response Process provided that the Respondent shall be entitled to retain copyright and other intellectual property rights therein, unless otherwise provided by the Contract.

1.16 Canvassing of Officers

If a Respondent, whether personally or by Agent, canvasses any of the Principal's Commissioners or Councillors (as the case may be) or Officers with a view to influencing the acceptance of any Respondent, then regardless of such canvassing having any influence on the acceptance of such Submission, the Principal may at its discretion omit the Respondent from consideration.

1.17 Identity of the Respondent

The identity of the Respondent and Contractor is fundamental to the Principal. The Respondent shall be the person, persons, corporation, or corporations named as the Respondent in Part 4: Respondent's Offer. Upon acceptance of the Response, the Respondent will become the Contractor.

2 Specification

2.1 Scope of Work

The Shire has roughly twenty (20) users across three (3) locations within the Townsite. The Scope of Work to be provided under Contract will include day-to-day technical and operational support, as well as ongoing consultancy/advisory services in relation to ICT asset management, cyber security, network administration, and bespoke project work.

In terms of office equipment, the Shire has two (2) commercial multifunction printers with finishing unit attachments, two (2) smaller form factor printers, ~ 12 VOIP handsets, ~ 20 workstations (a combination of laptops and desktop / terminal PC's), several managed mobile devices, and two digital projectors. The Shire also provides residents and visitors with free access to its Community Wifi via Southern Cross Broadband's Fixed Wireless tower (formerly NodeOne) and Telstra's Strengthening Telecommunications Against Natural Disasters (STAND) satellite. The Shire owns, controls and maintains the Wireless Access Points and signal extenders positioned at various locations (~7) throughout the Townsite, however service coverage remains limited due to the topography and native vegetation, with some homes and civic buildings unable to achieve direct line of sight.

Once the NBN fibre optic line has been installed (ETA Apr25), the Shire will assume responsibility for securing and maintaining the Wide Area Network (WAN), including the above-ground hardware. It is therefore imperative that Respondents have both the technical knowledge required to advocate for the Shire in our dealings with our Internet Service Providers (ISPs), and the geographic proximity to respond to callouts in a timely and cost-effective manner.

Being dependent on Fixed Wireless internet (Plan Speed: 180mbps/130mbps, Typical Observed Speeds: ~80mbps/50mbps) has limited the Shire's options in terms of both the optimisation of our network, and the ways in which MSPs and ICT contractors can interface with and support us remotely. Issues with latency, bandwidth, and connection stability / uptime have been an ongoing source of frustration for Shire staff.

These issues are compounded by the hybrid configuration of our network, being a mix of locally-networked devices that connect via ethernet cable to rack-mounted switches. The Shire's data is saved to a remote file server (using Windows Server Standard and Datacentre 2019), which users access via Remote Desktop Connection (RDC). This arrangement does not allow us to take advantage of the native hardware of our devices, and relies on several third-party apps to deliver a semi-fluid experience to end users (i.e. MFA and directory management across our PABX handsets, mobile devices and workstations). While the Shire does make use of Microsoft's Azure Directory, Office package, and some features of 365, we have yet to transition to a seamless, fully integrated, cloud-based solution. We envisage that the successful Respondent will help to facilitate this transition.

Given the legacy technology in use, and the custom configuration of our network, it is crucial that - should the Contract be awarded to a Respondent other than our existing Provider - a thorough handover is performed to minimise business disruption, ensure continuity of service, and preserve the security and integrity of the Shire's data. Respondents will be asked to address this issue in their Submission (i.e. to explain how they intend to facilitate the handover) and significant weight will be given to this item. Respondents are directed to Part 4: Respondent's Offer, Section 4.2.2 Qualitative Criteria, Item D) Demonstrated Understanding of the Requirements.

Respondents should also be aware that:

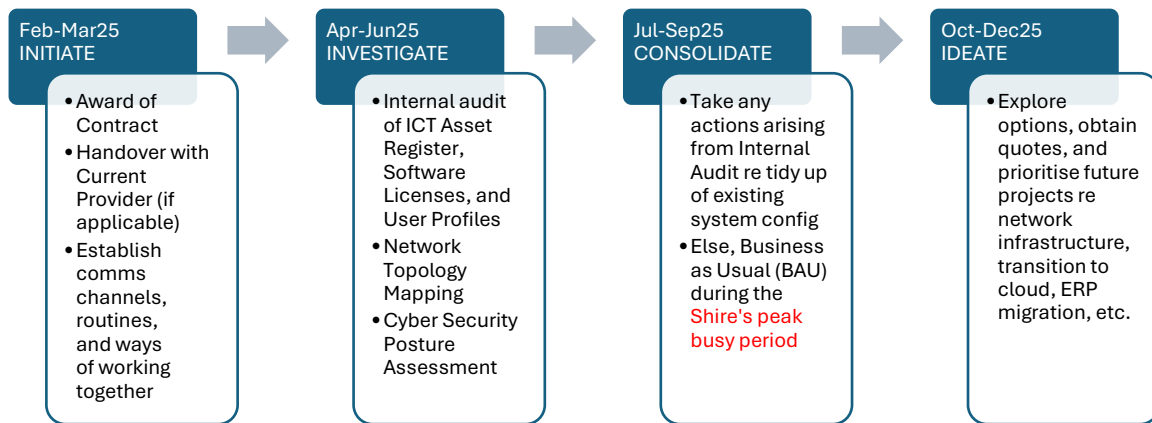
- The Shire is an Agent for the Department of Transport (DoT) providing customer service and processing transactions through a terminal that connects to DoT via Virtual Private Network (VPN); while DoT own the connected devices and are responsible for the administration and maintenance of the VPN and their custom software, the system does rely on Shire assets to provide power and internet connectivity.
- The Shire is also in the process of reviewing its Enterprise Resource Planning (ERP) system, after the failure and discontinuation of Altus Financials, following the acquisition of ITVision by ReadyTech. Therefore, familiarity with the SynergySoft platform and/or it's LGA-specific competitors will be highly regarded, as will experience assisting clients with their ERP migration.
- The Department of Local Government, Sport and Cultural Industries (DLGSC) has initiated its PetsWA project, involving the migration of data from our ERP into their cloud, and transition to a web-based platform for pet-related transactions. While we do not anticipate needing support in this area, the Go Live date has been scheduled for July 2025; an already busy time of year for Shire staff due to EOFY compliance activities and the increase in phone and foot traffic from tourists during Wildflower Season.

With this in mind, the Shire will need to take a collaborative and holistic approach to change management in relation to our ICT environment, which will require the Respondent to be well-organised, detail-oriented and proactive in their communications with us. Broadly, the Shire wishes to stabilise and optimise the existing arrangements before embarking on any major projects; the focus of the first year will be to build trust with the Respondent, and to embed organisational ICT knowledge within the Shire's management systems. Our idealised Transition Plan for the next twelve (12) months is set out on the following page; Respondents will be asked to provide input and further detail.

Considering the ubiquity and significant risks associated with cyber attacks, the Respondent will be expected to work with us to continuously monitor and improve our security posture, and to provide ICT information to our insurer at least annually. This means taking a facilitative role in the development, implementation and testing of:

- The Shire's Cyber Incident Response Plan and Essential Eight Controls
- Policies and procedures that capture the minutia of our ICT activities such as critical/emergency software patching, data back-ups, and user access management
- Initiatives to provide periodic training and raise cyber awareness amongst staff and Councillors

2.2 Transition Plan (Overview)



3 General Conditions of Contract

The General Conditions of Contract may include, but are not limited to:

The Respondent acknowledges that the Sale of Goods Act will apply to the contract and to the extent that there is any inconsistency between the Sales of Goods Act and the contract, and to the extent permitted by law, the Contract applies rather than the Sales of Goods Act.

The Respondent acknowledges that if awarded the contract, the Respondent must provide the services set out in the Specifications in accordance with the contract, including the schedules and ensure that the services provided match the description of the services set out in the contract and are fit for their intended purpose, are performed with the professional skill, care and diligence expected of a person with the skills, experience, expertise, licenses, training, qualifications, approvals and resources available to it to competently and lawfully perform the services.

The Respondent, if awarded the contract, warrants and agrees to ensure that its Personnel engaged to perform the services have the necessary skills, experience, expertise, licenses, training, qualifications, approvals and other resources available to it to competently and lawfully perform the services.

The Respondent, if awarded the contract, must comply with expected service levels. The Parties will agree that any failure to comply with a service level is a breach of the contract, may attract liquidated damages in accordance with the contract clauses and shall have any additional consequences as set out in the contract.

The Respondent, if awarded the contract, must do all things that a reasonable and prudent person or entity would do to ensure that all data and ICT systems are protected at all times from unauthorised access or use by a third party and from misuse, damage or destruction by any person.

The Respondent, if awarded the contract, warrants that any supply by it of the goods and/or services and any designs, documents or methods of working provided by it to the Shire in doing so does not infringe any intellectual property right.

Respondents must be prepared to work with the Shire's current hardware, software and devices until their scheduled replacement as per the Shire's IT replacement program unless otherwise agreed. A full changeover of hardware and devices will not be considered on acceptance of the contract or as part of the Transition Plan.

▲ To help Respondents prepare their Transition Plan, and determine their ability to support our current configuration, an itemised list of hardware and software can be made available on request.

Respondents must be able to provide support outside normal business hours.

The Respondent, if awarded the contract, shall not assign all or part of its rights and obligations under the contract or sub-contract the whole or any part of this contract without the Shire's prior written approval. Where possible, Respondents must be prepared to comply with Policy 1.3.1- Purchasing Policy and engage local or small regional businesses to assist in providing services, e.g. hardware, software and electrical.

All other General Conditions as agreed between the Respondent and Shire of Mingenew as stated in the contract document at the time of the contract being awarded. Full terms and conditions of the proposed (draft) contract have been supplied at Appendix A.

3.1 Insurances

The Respondent is required to hold and supply Certificates of Currency for the following insurance policies:

- a) Public Liability Insurance
- b) Workers Compensation Insurance or Personal Accident Insurance Cover
- c) Business Insurance or Business Continuity Cover
- d) Motor Vehicle and Equipment Insurance
- e) Professional Indemnity Insurance

The following classes of insurance will be looked upon favourably, and may also be required in addition to those listed above, if the Shire's Risk Assessment finds that the Respondent's existing suite of insurances provide inadequate coverage, or in any case, the Respondent is deemed to have insufficient management systems, internal controls and other mitigating factors embedded at the organisational level:

- f) Product Liability Insurance
- g) Cyber Liability Insurance
- h) Computer Hardware Insurance
- i) Crime Policy or Social Engineering Fraud Cover

Further details regarding individual policy limits, coverage, and liability mechanisms can be found in the proposed (draft) contract at Appendix A.

3.2 Contract Term

The Shire is exploring a five (5) year contract duration, being an initial period of three (3) years with an option to extend for a further two (2) years, at the Principal's discretion.

Further details regarding the intended duration and performance obligations to be assigned under contract, as well as the dispute resolution processes, remedies, and grounds for termination available to both parties, can be found in the proposed (draft) contract at Appendix A.

4 Respondent's Offer

4.1 Offer Form

The Chief Executive Officer
Shire of Mingenew
21 Victoria Road
MINGENEW WA 6522

I/We (Registered Business Name): _____ (BLOCK LETTERS)

of: _____
(REGISTERED STREET ADDRESS)

ABN _____ Telephone No: _____

E-mail: _____

In response to Request for Tender: RFT 02 24-25 Managed Services Provider (ICT Support)

I/We agree that I am/We are bound by, and will comply with this Request and its associated schedules and attachments, all in accordance with the Conditions contained in this Request, signed and completed.

The responded price is valid up to ninety (90) calendar days from the date of the RFT closing.

I/We agree that there will be no cost payable by the Principal towards the preparation or submission of this Response irrespective of its outcome.

The consideration is as provided under the schedule of rates of prices in the prescribed format and submitted with this RFT.

Dated this _____ day of _____ 20____

Signature of authorised signatory of Respondent: _____

Name of authorised signatory (BLOCK LETTERS): _____

Position: _____

Telephone Number: _____

Authorised Signatory Postal Address: _____

Email Address: _____

4.2 Selection Criteria

4.2.1 Compliance Criteria

Please select with a “Yes” or “No” whether you have complied with the following compliance criteria:

Description of Compliance Criteria	
a) Respondents are to provide acknowledgment that your organisation has submitted in accordance with the Conditions of this RFT including completion of the Offer Form and provision of your pricing submitted in the format required by the Principal.	Yes / No
b) Respondents are to provide evidence of any/all certifications, qualifications, licences and registrations disclosed in Part 4: Respondent’s Offer, Section 4.2.2 Qualitative Criteria, Item B) Key Personnel.	Yes / No
c) Compliance with the Specification contained in the Request.	Yes / No
d) Compliance with the Quality Assurance requirement for this Request.	Yes / No
e) Compliance with the Delivery Date.	Yes / No
f) Risk Assessment Respondents must collate and substantiate the following information in a separate attachment entitled “ Risk Assessment ”	Have you included...?
i. An outline of your organisational structure that shows; 1) The number of personnel (headcount and %FTE) 2) Their geographic distribution 3) Their operational hierarchy	Yes / No
ii. If unlisted companies are involved, their current ASIC company extract(s), showing the composition of both Officeholders (Directors) and Shareholders (Members)	Yes / No / N.A.
iii. A summary of the number of years your organisation has been in business.	Yes / No
iv. Contact details of at least two (2) professional referees, with examples of the scope of work and services performed on their behalf.	Yes / No
v. If you are acting as Agent for another party, contact details of your Principal.	Yes / No / N.A.

vi. If your business structure operates as a trust or partnership, details of the composition and relationship between the parties (i.e. which entity or entities have beneficial ownership and operational control). In the case of a trust, this would include the Trust Deed and subsequent Variations or Amendments; in the case of a partnership, this would include the Partnership Agreement and ABR extract.	Yes / No / N.A.
vii. If you intend to subcontract any of the Requirements, details of the subcontractor(s) you intend to engage, including their ABN, contact information. You must also supply a detailed list of the services or functions you intend to outsource.	Yes / No / N.A.
viii. If you have identified any actual or potential conflicts of interest in the award of this Contract, or in the performance of your obligations under the Contract if awarded, details of said conflicts of interest and the way(s) in which they may be addressed.	Yes / No / N.A.
ix. A signed statement or declaration from an Officeholder, Trustee, or Authorised Partner confirming the Respondent's solvency as at the time of writing (i.e. is the Respondent presently able to pay all its debts, in full, as and when they fall due?)	Yes / No
x. If you are currently engaged in legal proceedings with potential damages greater than \$50,000, or have otherwise recognised a Contingent Liability in your accounts greater than \$50,000, details of said risk exposure or liability.	Yes / No
xi. Latest Financial Statements for the Respondent and any other interposed or related entities, including subcontractors, that may be involved in the delivery of services under Contract. The Respondent must also supply contact details for their external Accountant(s) (i.e. Tax Agent, ASIC Agent, and those tasked with Financial Reporting & Compliance)	Yes / No
xii. Details of any/all professional insurances held, including the type of insurance, policy limit, and expiry date, supported by Certificates of Currency. This may include, but is not limited to: <ol style="list-style-type: none"> 1) Workers Compensation 2) Professional Indemnity 3) Public Liability 4) Product Liability 5) Disaster Recovery / Business Continuity 6) Cyber Liability 7) Computer Hardware 8) Motor Vehicle 9) Crime (Social Engineering Fraud) 	Yes / No

4.2.2 Qualitative Criteria

Before responding to the following Qualitative Criteria, Respondents must note the following:

- a) All information relevant to your answers to each criterion are to be contained within your Response; and
- b) Respondents are to assume that the Evaluation Panel has no previous knowledge of your organisation, its activities, or experience; and
- c) Respondents are to provide full details for any claims, statements or examples used to address the Qualitative Criteria; and
- d) Respondents are to address each issue outlined within a Qualitative Criterion.

<p>A. Relevant Experience</p> <p>Respondents are asked to provide specific examples or case studies that demonstrate their experience and competence in ICT support services. The following questions may be helpful as a prompt:</p>	<p>Weighting</p> <p>20%</p>
<ul style="list-style-type: none"> i. Have you previously managed the handover process from another MSP or ICT professional / contractor on behalf of a customer or client? If so, how did you do this to minimise disruption? ii. Have you previously assisted a customer or client with a data migration from a local or remote file server to the cloud? How did you do this to ensure business continuity and data security? iii. Have you previously assisted a customer or client with their cyber security? If so, in what capacity did you act, and how did this help them to improve their security posture and/or the maturity of the organisation and their ICT environment? iv. Have you previously assisted a customer or client in navigating issues with their Internet Service Provider (ISP) or another third-party supplier (i.e. hardware or software)? If so, how did you do this and what was the outcome? 	<p>Tick if attached</p> <p><input type="checkbox"/></p>

<p>B. Key Personnel</p> <p>Respondents are asked to provide the following information in relation to their Key Personnel, to demonstrate that they have the knowledge, skills and proximity necessary to meet the Requirements of the Specification:</p>	<p>Weighting</p> <p>20%</p>
<ul style="list-style-type: none"> i. Their role in the performance of the Contract ii. Their relationship to the Respondent (i.e. working Director, owner/operator, employee, or sub-contractor) iii. Years of relevant professional experience iv. Membership to any professional or industry associations v. Certifications/qualifications, registrations, or licences held 	<p>Tick if attached</p> <p><input type="checkbox"/></p>

<p>C. Respondent's Resources</p> <p>Respondents are asked to demonstrate their ongoing capacity and capability to meet their obligations under Contract, with particular attention paid to the following considerations:</p>	<p>Weighting</p> <p>20%</p>
---	---

<ul style="list-style-type: none"> i. In terms of institutional knowledge, how do you organise, manage and store your clients' ICT information (i.e. network topology maps, floorplans, asset registers, Global Admin policies, etc.) to ensure that it remains secure and up-to-date? ii. In terms of processes and infrastructure, what redundancy and/or contingency measures do you have in place to ensure business continuity, for yourself and your customers? iii. In terms of ongoing service capacity, how does your organisation monitor and manage its workload (i.e. availability of personnel and their response times; availability of data storage, power, bandwidth and latency, etc.) to ensure that it can continue to meet its obligations to customers? 	<p>Tick if attached</p> <input type="checkbox"/>
---	---

<p>D. Demonstrated Understanding</p> <p>Respondents should detail the process or methodology they intend to use to achieve the Requirements of the Specification, noting:</p>	<p>Weighting</p> <p>35%</p>
<ul style="list-style-type: none"> i. The response should include commentary surrounding the Shire's idealised plan as outlined Part 2: Specification, Section 2.2 Transition Plan (Overview) 	<p>Tick if attached</p> <input type="checkbox"/>

<p>E. Sustainability</p> <p>Respondents are asked to provide brief commentary on their Sustainability policies, practices and initiatives. It may be helpful to group these comments under the following headings, limiting your response to no more than one page per heading:</p>	<p>Weighting</p> <p>5%</p>
<ul style="list-style-type: none"> i. Environmental Impact Management ii. Ethical Procurement and Supply Chain Management iii. Community Participation and Philanthropic Undertakings iv. Leadership and Governance Practices 	<p>Tick if attached</p> <input type="checkbox"/>

4.3 Price Information

Respondents must complete the following "Price Schedule". Before completing the Price Schedule, Respondents should ensure they have read this entire Request for Tender.

4.3.1 Price Basis

<p>Option A: Fixed Price</p> <p>Are you prepared to offer a fixed price in relation to your Schedule of Rates for Services and/or Lump Sum for Services?</p>	<p>Yes / No</p>
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<p>Option B: Price Variation Mechanism</p> <p>If you are not willing to offer a fixed price, please explain and provide further details outlining your proposed Price Variation Mechanism.</p>	<p>Tick if attached</p> <p><input type="checkbox"/></p>
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4.3.2 Price Schedule

Schedule of Rates – Services

Where the Respondent wishes to supply their Tender bid in the form of a fixed-price Schedule of Rates, they are required to provide details of any caps, restrictions, thresholds or constraints that may apply to each service being delivered under the package. The below table is offered as a simplified example to highlight the kind of information being sought, however this list is not exhaustive or prescriptive. Respondents may wish to supply their standard Service Level Agreement (SLA) as a separate attachment.

No	Service Description	Unit	Price (ex GST)	GST	Price (inc GST)
1	Tech Support Ticket <i>Response within 1hr, Mon-Fri, 8am-5pm</i>	Per ticket or per time unit	\$x	\$y	\$z
2	Warranty Claim <i>Only for Devices Under Management</i>	Per item or per time unit	\$x	\$y	\$z
3	Onboard / Offboard User or Device <i>Response within 1 business day</i>	Per occasion or per time unit	\$x	\$y	\$z
4	Consulting Services: Cyber Security	Per occasion or per time unit	\$x	\$y	\$z
5	Consulting Services: Networking	Per occasion or per time unit	\$x	\$y	\$z
6	Project Management Fee	Per occasion or per time unit	\$x	\$y	\$z
7	Uplift fee from previous MSP	Fixed fee or or per time unit	\$x	\$y	\$z
8	Update to Domain Name records <i>Response within 1 business day</i>	Per occasion or per time unit	\$x	\$y	\$z
9	Software User Licensing	At cost	\$x	\$y	\$z
10	Local Data Backup <i>Customisable based on frequency and redundancy level chosen</i>	Per TB, Per time unit	\$x	\$y	\$z

Lump Sum – Services

Where the Respondent wishes to supply their tender bid in the form of a fixed-price, all-inclusive package, they are required to provide details of any caps, restrictions, thresholds or constraints that may apply to each service being delivered under the package. Where service levels vary between pricing tiers, detailed comparatives should be provided. The below tables are offered as a simplified example to highlight the kind of information being sought, however this list is not exhaustive or prescriptive. Respondents may wish to supply their standard Service Level Agreement (SLA) as a separate attachment.

Package Description	Frequency	Limit	SLA
Gold MSP Support Package			
Regular site visits from your dedicated Customer Service Manager	Bi-Annual	2hrs / visit	The first will take place within 3 mths of Contract commencement; subsequent visits shall take place within 6 mths of the previous visit.
Ongoing remote support from our Helpdesk	As needed	Unlimited	Automated acknowledgement of receipt within 5mins of logging the support ticket; a response from one of our Helpdesk Technicians within 30mins of receipt.
Scheduled backups of your organisation's data and regular testing to ensure business continuity	Daily (backup) Quarterly (test)	n/a	Client to be provided with activity log reports as evidence of backups occurring; testing to be scheduled with Management to minimise organisational disruption
Ongoing maintenance and reporting of your ICT Asset Register and Software Licensing Catalogue	Quarterly	n/a	To be updated and provided by the end of month following the end of the quarter (i.e. for the quarter ended 31 March, the updated reports will be provided by the 30 th of April)
Internal cyber security audit	Annually	n/a	To be conducted at least once per calendar year; a report with audit findings and recommendations to be issued within 30 days of site visit
Procurement of hardware assets	As needed	Unlimited	Written quotes from third party suppliers to be provided within 7 business days, to be on-charged at cost
Coordination of hardware returns and replacements under warranty	As needed	Unlimited	Restricted to hardware assets contained within the ICT Asset Register upon commencement of the Contract and those assets subsequently procured by us on your behalf
Total Package Price of \$x p.a. [inc./ex.] GST to be billed [monthly/quarterly/annually] in [advance/arrears]			

Package Comparison	Bronze	Silver	Gold
Regular site visits from your dedicated Customer Service Manager	No	Annually	Bi-Annually
Remote support from our Helpdesk	10 tickets per month	50 tickets per month	Unlimited
Scheduled backups of your organisation's data and regular testing to ensure business continuity	Daily Back-ups Annual Testing	Daily Back-ups Quarterly Testing	Daily Back-ups Monthly Testing
Status reporting on health of ICT environment; <ul style="list-style-type: none"> - Data Backup Logs - System Access Logs - Software Update Logs Performance reporting on Service Levels; <ul style="list-style-type: none"> - Utilisation rate for support services - Response times and escalations 	Quarterly	Monthly	Weekly
Ongoing maintenance and reporting of your ICT Asset Register and Software Licensing Catalogue	No	Annually	Quarterly
Internal cyber security audit	No	Annually; desktop review only	Annually; on site
Procurement of hardware assets	No	No	Yes
Coordination of hardware returns and replacements under warranty	No	No	Yes
Total Package Price (inc. GST)	\$x p.a.	\$y p.a.	\$z p.a.
Payment Options	Monthly in arrears	Monthly Quarterly Annually in advance	Monthly Quarterly Annually in advance
Discounts Available	No	y% if paid annually in advance	z% if paid annually in advance