

7.3.2 2024008 BILL PAYMENT SERVICES

Responsible Manager:	Yanthi Nilam, Manager Finance
Responsible Director:	Danny Wain, Chief Financial Officer

RECOMMENDATION

That Council:

- 1. Approves access to the Municipal Association of Victoria Contract BP8411-2023 for the provision of Bill Payment Services, under Council Contract No. 2024008 for a schedule of rates-based contract with an estimated contract value of \$740,000 for the initial term and an estimated total contract value of \$1,380,000 inclusive of all available extension options;**
- 2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement;**
- 3. Notes that the contract will commence on 1 September 2023 and the initial term will expire on 31 May 2028, and the contract also has two separate extension options of two years each and authorises the Chief Executive Officer to approve the extension options subject to the Municipal Association of Victoria extension approval and satisfactory performance for the City of Monash; and**
- 4. Notes that the estimated schedule of rates contract values stated above are also subject to an annual CPI indexation as per the contract.**

***all dollar figures are GST Inclusive unless stated otherwise.**

INTRODUCTION

Council Officers seek to access a panel contract through the Municipal Association of Victoria, for the provision of Bill Payment Services.

COUNCIL PLAN STRATEGIC OBJECTIVES

Good Governance

Maintain the highest standards of good governance.

BACKGROUND

The services provided under this contract provides a bill payment service for Council's customers, outside of payments being made through mail, or in person at Council offices.

Bill Payments Services includes:

- Bill payment via over-the-counter transactions (OTC) at retail outlets;
- Bill payment via secure telephone;
- Bill payment via a secure online payment gateway service;
- Bill payment via secure smartphone / mobile technology;
- Other secure payment methods as may be desired by council and facilitated by the supplier.

The Municipal Association of Victoria, Procurement Australia and the Victorian Government Department of Treasury and Finance often establish contracts on behalf of or accessible to Local Government authorities so that they may access supplier contracts in an efficient and cost-effective manner. These organisations are focused on achieving better procurement outcomes by aggregating demand and achieving improved commercial and service outcomes.

Council previously engaged these services through the Municipal Association of Victoria for Bill Payment Services and this contract with Australia Post (2018027) ended on 31 May 2023.

NOTIFICATION

A Public Notice was not required because the proposal is to access a contract from the Municipal Association of Victoria (MAV) Contract Number BP8411-2023 Provision of Bill Payment Services as allowed under Council's Procurement Policy.

TENDER EVALUATION

The Municipal Association of Victoria (MAV) undertook an evaluation of all the submissions. Council was provided with a confidential recommendation report from the Municipal Association of Victoria detailing the suppliers that were successfully awarded a contract.

The Council's Evaluation Panel reviewed the MAV recommendation report and recommends that Australia Post represents the best value outcome for Council.

Australia Post were assessed as having the required organisational capability and capacity, and a fit for purpose customer service model to enable them to continue to successfully deliver the services to Councils.

All members of the Council evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

FINANCIAL IMPLICATIONS

The estimated expenditure for the initial term is \$740,000 and has an estimated total contract value of \$1,380,000 over the life of the contract.

The provision of Bill Payment Services under this proposed contract will be managed within the 23/24 budget and future operating budgets.

SUSTAINABILITY OUTCOMES

Environmental Sustainability: The continued promotion and availability of enabling financial transactions with Council to be made digitally (on-line or by phone), reduces carbon emissions, waste, and costs.

POLICY IMPLICATIONS

There are no policy implications to this report.

CONSULTATION

Community consultation was not required.

SOCIAL IMPLICATIONS

There are no social implications to this report.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications to this report.

GENDER IMPACT ASSESSMENT

A GIA was not completed because this agenda item is not a 'policy', 'program' or 'service'.

CONCLUSION

That Council approves the recommendations contained within this report.

ATTACHMENT LIST

Nil