

**5.2 TENDER FOR PROVISION OF COURIERS SERVICES**

(CF2020016: SB)

Responsible Officer: Jarrod Doake, Chief Operating Officer

**RECOMMENDATION\****That Council:*

- 1. Awards the tender from QET Pty Ltd (trading as Quebec Couriers) for Provision of Courier Services, Contract No. 2020016 for a schedule of rates based contract with an estimated annual contract value of \$83,109 and an estimated total contract value of \$498,654 inclusive of all available extension options.*
- 2. Authorises the Chief Executive Officer or her delegate to execute the contract agreement.*
- 3. Authorises the Chief Executive Officer to approve options for an extension of the contract subject to the satisfactory performance by QET Pty Ltd, after the initial contract term commencing on 1 October 2019, for three years, with three extension options of one year each.*

*(\*Please note that all dollar figures are GST Inclusive unless stated otherwise).***INTRODUCTION**

Council has conducted a tendered for provision of courier services for the City of Monash.

**BACKGROUND**

Council has a current contract in place with QET which expires on 30 September 2019. In August 2019, Council conducted a tender for the Provision of Courier Services.

Council has a requirement for the provision of courier services to provide both routine and ad-hoc services covering the following service areas:

- Library Services;
- Information Management Department Internal Mail Run; and
- Ad-hoc courier services as required by the whole of Council.

The primary users of couriers are the Library Service and the Information Management Unit.

Monash's Library Service uses a courier service to run a daily routine service Monday to Friday with a half-day service on a Saturday. This service allows Monash's libraries to provide a service to Monash's community where users can request an item from one library and have it delivered to their nearest library by the next day.

The Information Management Unit also runs a daily routine service that delivers internal mail items to Council's numerous sites. This service also includes the weekly delivery of Council business documentation to the residences of Councillors.

Other Council Departments have an ad-hoc need of courier services. These services are booked via Council's Customer Service Counter located in the Civic Centre and average five deliveries per week within the Melbourne Metropolitan area.

The pricing schedules within the tender documents called for a lump sum to address the routine services and schedule of rates to cover the ad-hoc services.

The tender document specified the contract term as being for a three year period with an option by Council to extend for a further three years. The Contract is to commence 1 October 2019 or other agreed date as practicable.

### **NOTIFICATION**

A public notice advertisement was placed in 'The Age' newspaper on Saturday 3 August and the tender closed on Friday 16 August.

### **TENDERS RECEIVED**

Four tender submissions were received by the appointed closing time. The tenders received are listed below:

- Australia Post/Star Track Express
- QET Pty Ltd (trading as Quebec Couriers)
- Golden Messenger
- Oh Yeah Group Australia

### **Tender Conformance:**

All submissions were assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

Two submissions were deemed non-conforming and these submissions were not evaluated further.

### **TENDER EVALUATION**

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

The remaining conforming tenderers were assessed in accordance with the evaluation criteria published in the tender documentation:

<b>Pass/Fail Assessment Criteria</b>	<b>Score</b>
OHS	<i>Pass/Fail</i>
Mandatory Insurances (if applicable)	<i>Pass/Fail</i>
Policy Check	<i>Pass/Fail</i>
Current Australian Drivers Licence	<i>Pass/Fail</i>
Working with Children Check	<i>Pass/Fail</i>

KEY SELECTION CRITERIA		CRITERIA WEIGHTINGS	SUB WEIGHTINGS	SUB CRITERIA/RETURNABLE SCHEDULES LINK
40% NON-PRICE CRITERIA	Capacity and Capability	25%	10%	Experience
			5%	Resources
			5%	Risk Management
			3%	Legal Compliance
			2%	Performance and Innovation
	Project Timelines	5%	2%	Start and Completion timeframe
			3%	Proposed Program
	Sustainability (Mandatory)	10%	4%	Environmental Sustainability
			3%	Local Sustainability
			3%	Social Sustainability
PRICE (60%)	Price*	60%	60%	Comparison of Whole of Life Cost or Total Project Cost or Estimated Annual Cost

\*Minimum 60% price weighting required unless Council approves otherwise.

### **DISCUSSION**

The following information supports the evaluation panel's recommendations.

The final evaluation ranking (including the price and non-price evaluation criteria) had QET ranked highest and as such, the evaluation panel recommends QET as representing the best value outcome for Council.

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### **FINANCIAL IMPLICATIONS**

The contract offer of \$83,109 (GST inclusive) estimated per annum by QET can be met from existing budgets.

### **SUSTAINABILITY CONSIDERATION**

The below sustainability outcomes were included as part of the tender process.

1. Environmental Sustainability: details about any improved environmental outcomes, including recyclable materials, reduced landfill and less emissions
2. Local Sustainability: details about use of local resources and/or materials
3. Social Sustainability: details about involvement of social enterprise or socially disadvantaged communities as a consequence of this contract).

### **CONCLUSION**

The evaluation panel recommends the appointment of QET for the Provision of Courier Services for Contract No. 2020016. The Agreement will operate for a three year period with an option by Council to extend for a period of up to three years. The Agreement will commence from 1 October 2019 or agreed date as practicable.

That Council approves the recommendations contained within this report.