

## Resolution of Council

**28 June 2021**

### Item 6.6

#### **Exemption from Tender and Contract Variation - Customer Relationship Management Services for the National CitySwitch Green Office Program**

It is resolved that:

- (A) Council approve an exemption from tender to extend the term of the existing contract for Customer Relationship Management Services for the National CitySwitch Green Office Program by reason of extenuating circumstances, noting that a satisfactory result for the City would not be achieved by inviting tenders at this time;
- (B) Council note the reasons that a satisfactory result would not be achieved by inviting tenders for this work are:
  - (i) the goods or services can be provided by a supplier already engaged on the specific project with existing knowledge and experience working with national partners;
  - (ii) continuity of services by an existing supplier will provide certainty and confidence to our funding partners during a time of transition to a new program coordinator; and
  - (iii) the underlying system has been heavily customised to provide the CitySwitch Customer Relation Management service. Due to this level of customisation, if a new supplier is required to host, support and maintain the system, they would first need to re-build the system and spend a significant amount of time and effort in verifying and familiarising themselves with the current system to ensure that they could provide effective support and maintenance services;
- (C) Council approve a variation of the contract for Customer Relationship Management Services for the National CitySwitch Green Office Program with Jaythom Pty Ltd to extend the terms of the contract by 12 months with the option of a further extension of 12 months if appropriate;
- (D) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the variation to the contract with Jaythom Pty Ltd; and

(E) authority be delegated to the Chief Executive Officer to exercise the option referred to in (C), if appropriate, and negotiate the price to extend the contract accordingly.

Carried unanimously.

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