



Contract Number	CT000608
Tender (or RFQ) Number	RFQ 21-23
Tender Name Description	Knowledge Management System for Customer Service
Tender Method (<i>Tender/RFQ/EOI/Direct Negotiation</i>)	Request for quotation
Name of successful Service Provider / Contractor (<i>including T/As</i>)	Livepro Australia Pty Ltd
Address of successful Service Provider/Contractor	1 Denison Street North Sydney, NSW
Is there a Provision for renegotiation? (<i>Yes or No</i>)	No
Any related body corporation? (<i>in respect of the contractor, or any other private sector entity in which the contractor has an interest, that will be involved in carrying out any of the contractor's obligations under the contract</i>). List name if applicable:	
Basis of payment (<i>ie; schedule of rates or lump sum</i>)	lump sum
Date of contract acceptance (<i>date contract signed</i>)	21-Apr-2023
Contract Term and any extension? (<i>ie; 3 years + 1 x 2 year extension</i>)	2 years + 1+1+1 year
Is there any Provision for variation? (<i>Yes or No</i>)	Yes
Estimated Tendered amount including GST	\$180884.80
Is there a Provision for payment of operation or maintenance services? (<i>Yes or No or N/A</i>)	No
Tender Evaluation and Assessment Criteria (<i>list here</i>) <i>Example:</i> <ul style="list-style-type: none"> Proven Capacity to perform and complete the 	Proven Capacity to perform and complete the Contract based on past performance including capacity to meet current commitments Y



<p>Contract based on past performance including capacity to meet current commitments</p> <ul style="list-style-type: none"> • Methodology and Schedule • Level of compliance with the proposed Contract • Work Health & Safety • Qualifications and experience of Key Personnel • Qualifications and experience of Key Subcontractors • Value represented by each Tender taking into consideration: <ul style="list-style-type: none"> ○ Tender price: and ○ Overall assessment of other criteria • Other as follows: 	<p>Methodology and Schedule Y</p> <p>Level of compliance with the proposed Contract Y</p> <p>Work Health & Safety N</p> <p>Qualifications and experience of Key Personnel N</p> <p>Qualifications and experience of Key Subcontractors N</p> <p>Value represented by each Tender taking into consideration: Tender price and Overall assessment of other criteria Y</p> <p>Other:</p>
<p>Any Additional Information?</p>	
<p>Class of Contract (e.g. 1, 2 or 3)</p>	<p>CLASS 1</p>