

7.3 Contract 2023/134 - Mobile Telephony & Data Services

Executive Summary

Purpose

This report seeks Council endorsement for the award of Contract No: 2023/134 Mobile Voice and Data Services.

Background

The use of mobile devices including data allows for council to serve the community more effectively by supporting field and remote working by providing employees with secure access to council systems via mobile telephony networks.

Key Issues

Council currently operates under the State government negotiated TPAMS (Telecommunications Purchasing and Management Strategy) contract which commenced in 2014 using both Optus and Telstra for mobile services. The Department of Premier and Cabinet replaced the TPAMS contract in late 2023 with the Victorian telecommunications service (VTS) contract.

Next Steps

Following the evaluation process, this report recommends Council enter into a contract with Star 21 on behalf of Telstra (ABN 33 051 775 556) for the provision of mobile voice and data Services for a period of 3 years at a cost of \$693,261.00 ex. GST.

Confidentiality

Confidential information is contained in **Attachment 1**, as circulated in the confidential section of the agenda attachments. The information in this attachment is deemed to be confidential in accordance with Section 66(2)(a) and the definition of 'confidential information' in Section 3(1) of the Local Government Act 2020. The information relates to Council business information, being information that would prejudice the Council's position in commercial negotiations if prematurely released. If discussion of the confidential information in the attachments to this report is required for Council to make a decision, Council may resolve to discuss the matter in a confidential session or to defer the matter to the confidential section of the agenda.

Officers' recommendation

That Council resolve:

1. To award contract No. 2023/134, Mobile Voice and Data Services, to: Star21 on behalf of Telstra Corporation Limited (ACN 051 775 556) at their tendered schedule of rates for an initial contract period of three (3) years. The estimated total contract cost is \$693,261.00 (excluding GST).
2. To authorise the Chief Executive Officer to sign and execute the contract on behalf of the Council and to authorise invoices to an amount not exceeding \$693,261.00 excluding GST.
3. To note that expenditure under this contract is in accordance with Council's 2023/24 adopted budget and expenditure in future years will be in accordance with the approved budget allocations.

Responsible director: Joanne Truman, CTTO

1. Purpose

The purpose of this report is for Council to give consideration to the awarding of Contract No. 2023/134, Mobile Voice and Data Services.

2. Policy implications and relevance to community plan and council plan

This contract aligns with the following themes and strategies in the Boroondara Community Plan (2021-31):

- Theme 7 - Leadership and Governance, Strategy 7.7 - Services are enhanced through improvements to Council's technology, data, processes and performance.

This procurement process was carried out in accordance with the requirements of Council's Procurement Policy 2021-25.

3. Background

The use of mobile devices including data allows for council to serve the community more effectively by supporting field and remote working by providing employees with secure access to council systems via mobile telephony networks.

Council currently operates under the State government negotiated TPAMS (Telecommunications Purchasing and Management Strategy) contract which commenced in 2014 using both Optus and Telstra for mobile services. The Department of Premier and Cabinet replaced the TPAMS contract in late 2023 with the Victorian telecommunications service (VTS) contract.

The current TPAMS mobile plans include a set amount of data per plan which contribute to a whole of council data pool. Any data used over the pool generates an additional charge. Voice calls and SMS are currently billed as pay-as-you-go: no calls or SMS messages are included in TPAMS plans.

Monthly billing varies due to usage fluctuations, with the average charge being \$26,194.76 ex GST. The proposed new contract represents better value for money than the current arrangement.

Invitation to tender

In accordance with Council's Procurement Policy 2021-2025, Council sought 3 quotes from the VTS via the Victorian State Government panel. At the date and time of closing the following suppliers submitted a proposal:

- Star 21 on behalf of Telstra;
- Optus; and
- TPG Network Pty Ltd.

4. Outline of key issues/options

The RFQ sought the provision of Mobile Data and Voice Services on the basis of current and proposed future anticipated license requirements.

Following detailed evaluation of the tender responses in accordance with the tender evaluation plan, Star21 on behalf of Telstra was selected as the recommended vendor for Mobile Voice and Data Services as their response provided the best value for money, ability to deliver services in a timely manner and ability to provide little to no service disruption during implementation. Star21 has been supporting the City of Boroondara for a number of years and is a premium Telstra partner for providing good and reliable services for mobile voice and data services.

5. Collaborative Procurement Opportunities

Council pursued procurement of mobile and data services via VTS provided by the Victorian State Government.

6. Consultation/communication

The specification for the mobile voice and data services has been informed by an understanding of current and future anticipated use of mobile voice and data service requirements. The internal evaluation team comprised a mix of both technical and administrative evaluators.

7. Financial and resource implications

The operating cost of entering into this contract for the provision of mobile, voice and data services is consistent with the estimated costs reflected in Council's adopted 2023-24 budget and foreshadowed budget amounts in the Long-Term Financial Plan.

8. Governance issues

No officers involved in the preparation of this report have a general or material conflict of interest requiring disclosure under chapter 5 of the Governance Rules of Boroondara City Council.

The recommendation contained in this report is compatible with the Charter of Human Rights and Responsibilities 2006 as it does not raise any human rights issues.

This tender process has been carried out in accordance with the requirements of Council's Procurement Policy 2021-25.

9. Social and environmental issues

Awarding this contract allows Council to continue to operate its day-to-day services, which has a positive impact on community/social well-being and the environment.

10. Evaluation and review

The evaluation report is provided as **Confidential Attachment 1.**

As a result of the evaluation, the evaluation panel recommends that Council award Contract No. 2023/134, Mobile Telephony Data and Voice Services to Star21 on behalf of Telstra

Manager: Joanne Truman, CTTO

Report officer: Niels Simonsen, Head of IT Services