

18.2 Customer Experience Program Delivery Partner Contract Award

MOVED Crs Simic/Copsey

That Council:

- 3.1 Award Contract 2151 to KPMG Australia as the Customer Experience Transformation Program Delivery Partner.
- 3.2 Note that the contract is based upon:
 - a) Fixed Lump Sum cost of \$13,111,066 (excluding GST) including a \$2 million at risk component if certain milestones are not met.
 - b) A discounted schedule of rates for ad hoc work over the life of the contract.
 - c) An initial term of 2.5 years with two options to extend of 6 months each.
- 3.3 Affixes the Common Seal of the Port Phillip City Council to Contract 2151 between Council and KPMG Australia.
- 3.4 Makes public this resolution by publishing on the website, following execution of the Contract documents.

A vote was taken and the MOTION was CARRIED unanimously.