

**Contract number** 2021/078T  
**Contract Title** Call Centre Management Service  
**Project Officer** Joneil Palenzuela  
**Officer Phone** 4974 2509

**Contractor Details**

**Contractor Name** Nexon Asia Pacific  
**Contractor ABN** 70 095 335 023  
**Contractor Address** 60-70 Parramatta Road, Summer Hill NSW 2130  
**Contractor Phone** 02 8870 7063

**Contract Information**

**Contract Description** Call Centre Management solution and enterprise wide VOIP solution.

**Maintenance Provisions** n/a

**Contract Value** \$1,646,301  
**Contract Duration** 3 years plus option for 2 x 1 year  
**Date Commenced** 22/12/2020  
**Tender Document** A copy of the tender document is not available at this stage

**Process**

**Tender Method** Open Tender (State Government Contract)  
**Submissions Received** 16

<b><u>Assessment Criteria</u></b>	<b><u>Weighting</u></b>
Value for Money	25%
Platform Functionality	25%
Technical Requirements	20%
Governance and Service Levels (Super Capability	20%
Supplier Diversity	5%
WHS	5%