## Disclosure of Contract – Class 1 Contract

1. **Tender Number:**
   
   1712

2. **Name and business address of the contractor:**
   
   **Name:** Oracle Customer Management Solutions Pty Limited  
   **Address:** Level 1, 456 Spencer Street, West Melbourne VIC 3003

3. **Particulars of any related body corporate 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 or will receive a benefit under the contract:**
   
   NA

4. **Date on which the contract becomes effective and the duration of the contract:**
   
   **Effective date:** 15/05/2017  
   **Duration:** Two year contract with two, one-year extension

5. **Particulars of the project to be undertaken, the goods or services to be provided or the real property to be transferred or leased under the contract:**
   
   Call Centre Services – After Hours Calls and Parking Ticket Machines Helpline

6. **Estimated amount payable to the contractor under the contract:**
   
   Schedule of Rates

7. **Description of any provisions under which the amount payable to the contractor may be varied:**
   
   NA

8. **Description of any provision with respect to the renegotiation of the contract:**
   
   NA

9. **In the case of a contract arising from a tendering process, the method of tendering and a summary of the criteria against which the various tenders were assessed:**
   
   **Method:** Open Tender  
   **Evaluation Criteria:**  
   - The proposed methodology including provision of staff training, reporting (data management, access and reporting)  
   - Demonstrated capacity and technical ability to carry out the work under the contract  
   - Key personnel, qualifications and number of personnel  
   - Transition Plan  
   - Experience in the provision of services of the same nature as the city  
   - Financial & Commercial Trading Integrity Including Insurances  
   - Environmental management  
   - Schedule of Rates  
   - Workplace Health & Safety

10. **Description of any provision under which it is agreed that the contractor is to receive payment for providing operational or maintenance services:**
    
    NA