



REQUEST FOR TENDER

Tender Number

RFT 3.2026.27

PROVISION OF INFORMATION TECHNOLOGY (IT) SERVICES



TENDERS CLOSE

4.00 pm (AWST)
Friday 21 August 2026



CONTACT DETAILS

vanessa.ward@brucerock.wa.gov.au
or 9061 1377



ENQUIRIES

Chief Executive Officer
Shire of Bruce Rock
(08) 9061 1377



OUR COMMUNITY

Working together to
deliver quality services
and strong local outcomes.



OUR COMMITMENT

Reliable technology,
strong security and
exceptional support.



OUR PARTNERSHIP

Building lasting partnerships
to support Council, staff
and our community.



SECURE
SYSTEMS



RESPONSIVE
SUPPORT



STRONG
PARTNERSHIPS



STRONG COMMUNITY | GROWING ECONOMY | SUSTAINABLE FUTURE

Building a vibrant future together

Tender Number: RFT 3.2026.27

The Shire of Bruce Rock is seeking to appoint a suitably qualified and experienced Information Technology (IT) service provider to deliver comprehensive IT support, maintenance, cybersecurity, strategic advice, and technology management services.

The Shire operates a range of business systems and technology infrastructure that support local government operations, community services, finance, governance, asset management, communications, and customer service functions. The Shire requires a proactive technology partner capable of supporting both day-to-day operations and long-term strategic initiatives.

The successful contractor will be expected to provide responsive support services while assisting the Shire to maintain secure, reliable, and efficient technology systems.

Objectives

The objectives of this contract are to:

- Ensure reliable operation of the Shire's IT infrastructure.
- Minimise system downtime and disruption.
- Maintain high levels of cybersecurity and data protection.
- Provide prompt and professional support to Shire employees, Elected Members, authorised consultants, contractors and other approved users of the Shire's ICT systems.
- Improve technology planning and governance.
- Ensure compliance with relevant legislation and industry standards.
- Deliver value for money through efficient service delivery.

Current Environment

The Shire currently operates a technology environment which includes:

- Microsoft 365 environment.
- Cloud-based and on-premises applications.
- Desktop and laptop computers.
- Multifunction printers and peripheral devices.
- Network infrastructure including switches, routers and wireless access points.
- Internet and telecommunications services.
- Backup and disaster recovery systems.
- Local Government software applications.

Tenderers should demonstrate capability to support a mixed technology environment and adapt to future technology changes.

Lease Overview

Address : 48 Johnson Street, Bruce Rock WA 6418

Lease Term: Three (3) years with two (2) optional extensions for one (1) year each at the sole discretion of the Shire.

Commencement: 1 October 2026

Procurement Principles

The Request for Tender has been prepared to ensure an open, transparent and equitable procurement process. Council will assess submissions on the basis of overall value rather than the cost of services offered alone.

The evaluation process will consider:

- Business proposal;
- Relevant Experience
- Customer service;

Council reserves the right to:

- Accept any Tender.
- Reject any Tender.
- Reject all Tenders.
- Negotiate with one or more Tenderers.
- Seek clarification of any submission.
- Discontinue the Tender process at any time.

The lowest cost of services offer will not necessarily be accepted.

Tender Timetable

Tender Opens: 8.00 am (AWST), Friday 31 July 2026

Closing Date: 4.00 pm (AWST), Friday 21 August 2026

Evaluation Period: September 2026

Council Consideration: September 2026

Tenders to be submitted electronically to vanessa.ward@brucerock.wa.gov.au

The Shire reserves the right to amend the above timetable if required.

Enquiries

All enquiries regarding this Tender shall be directed to:

Chief Executive Officer

Shire of Bruce Rock
54 Johnson Street
Bruce Rock WA 6418
Telephone: (08) 9061 1377
Email: vanessa.ward@brucerock.wa.gov.au

Tenderers must not contact Councillors or other Shire staff regarding this Tender unless authorised by the Chief Executive Officer.

ABOUT THE SHIRE OF BRUCE ROCK

The Shire of Bruce Rock is situated in the eastern Wheatbelt of Western Australia, approximately 250 kilometres east of Perth. Covering a predominantly agricultural region, the Shire is renowned for its productive farming industry, welcoming community and strong sense of civic pride.

The district has a rich history shaped by agriculture and continues to play an important role in Western Australia's grain and livestock industries. Alongside its agricultural strengths, Bruce Rock has become an attractive destination for travellers exploring the Wheatbelt, offering unique landscapes, heritage attractions and genuine country hospitality.

The Shire is committed to creating a prosperous, resilient and connected community by investing in quality infrastructure, supporting local businesses and encouraging economic development.

GOVERNANCE FRAMEWORK

The Shire of Bruce Rock is committed to conducting procurement activities in a manner that is transparent, accountable, ethical and consistent with the principles of good governance. The governance framework for this Request for Tender (RFT) has been established to ensure that all Tenderers are treated fairly, the evaluation process is impartial, and the successful Tenderer is selected based on the published evaluation criteria and best overall value for the Shire and community.

This procurement will be managed in accordance with the Shire's Purchasing Policy and all applicable legislation.

Roles and Responsibilities

Council

- Council is responsible for:
- Approving the release of the Request for Tender (where applicable).
- Considering the recommendation for the preferred Tenderer.
- Approving the award of the Tender (where required by delegation or Council policy).
- Ensuring compliance with legislative and policy requirements.

Chief Executive Officer

The Chief Executive Officer (CEO) is responsible for:

- Overall management of the procurement process.
- Appointment of the Evaluation Panel.
- Ensuring compliance with procurement legislation and Council policy.
- Issuing addenda where required.
- Approving procurement documentation under delegated authority.
- Executing the contract where authorised.

Tender Contact Officer

The Tender Contact Officer is responsible for:

- Coordinating the procurement process.
- Managing communications with Tenderers.
- Receiving and registering Tender submissions.
- Issuing clarifications and addenda.
- Maintaining procurement records.
- Providing administrative support to the Evaluation Panel.

Evaluation Panel

The Evaluation Panel is responsible for:

- Evaluating all conforming Tender submissions.
- Assessing submissions against the published selection criteria.
- Conducting interviews and presentations (if required).
- Completing consensus scoring.
- Preparing the Evaluation Report.
- Recommending the preferred Tenderer.

The Evaluation Panel will consist of officers with appropriate knowledge, skills and experience relevant to the provision of IT Services. Evaluation Panel Members will comply with the Shire's Code of Conduct for Tender Evaluation Panel Members.

Probity

Probity is fundamental to maintaining public confidence in Council's procurement processes.

All participants will:

- Act honestly and impartially.
- Treat all Tenderers equally.
- Avoid bias.
- Maintain confidentiality.
- Comply with procurement legislation.
- Avoid actual, perceived or potential conflicts of interest.

Any attempt to improperly influence the procurement process may result in exclusion from the Tender process.

Conflict of Interest

All Evaluation Panel Members will complete a Declaration of Interest prior to the commencement of the evaluation process.

Tenderers are required to disclose any:

- Actual conflict of interest.
- Potential conflict of interest.
- Perceived conflict of interest.

If a conflict arises during the procurement process, it must be disclosed immediately. Appropriate management strategies, including recusal from the evaluation process where necessary, will be implemented.

Confidentiality

All information received through the Tender process will be treated as confidential, except where disclosure is required by law.

Evaluation Panel Members, advisers and Council officers will maintain strict confidentiality regarding:

- Tender submissions.
- Evaluation discussions.
- Scores and rankings.
- Commercial information.
- Recommendations.

Tenderers should clearly identify any information they consider to be commercial-in-confidence.

Communications Protocol

To preserve the integrity of the procurement process:

- All communications must be directed through the nominated Tender Contact Officer.
- Tenderers must not contact Councillors, Evaluation Panel Members or other Shire staff regarding the Tender unless authorised.
- Questions of general interest may be answered through an Addendum issued to all registered Tenderers.

Failure to comply with these communication requirements may result in exclusion from the Tender process.

Risk Management

The procurement process will incorporate appropriate risk management measures, including:

- Identification of procurement risks.
- Compliance checks.
- Financial due diligence.
- Reference checks.
- Insurance verification.
- Governance oversight.

The objective is to minimise procurement risk while ensuring an equitable and competitive process.

EVALUATION METHODOLOGY

Purpose

The purpose of the evaluation process is to identify the Tender that provides the greatest overall value to the Shire of Bruce Rock.

The evaluation will be conducted using a structured and documented methodology that is transparent, equitable and consistent with the published evaluation criteria. The successful Tender will not necessarily be the one offering the lowest cost; instead, the assessment will consider the overall value of each proposal.

Evaluation Objectives

The evaluation process aims to:

- Select an experienced and/or capable IT provider.
- Achieve value for money.
- Deliver quality customer service.
- Mitigate operational and financial risk.

Evaluation Process

The evaluation will be undertaken in six stages.

Stage 1 – Compliance Assessment

Each submission will be assessed to confirm it:

- Was received before the Closing Time.
- Contains all mandatory documentation.
- Is signed by an authorised representative.
- Meets all mandatory requirements.
- Complies with the Tender Conditions.

Non-conforming submissions may be excluded from further evaluation.

Stage 2 – Qualitative Assessment

Conforming submissions will be independently assessed against the published evaluation criteria.

Panel Members will allocate preliminary scores before participating in a consensus evaluation meeting.

Stage 3 – Financial Assessment

The Evaluation Panel will assess:

- Financial capacity.
- Business viability.
- Commercial sustainability.

Council may request additional financial information if required.

Stage 4 – Due Diligence

Council may undertake:

- Referee checks.
- Company searches.
- Credit assessments.
- Verification of qualifications.

Council may also interview proposed operators or key personnel.

Stage 5 – Consensus Evaluation

Following individual assessments, the Evaluation Panel will meet to:

- Discuss each Tender.
- Resolve scoring differences.
- Reach consensus scores.
- Document reasons for scores.
- Rank submissions.

The Evaluation Report will recommend the preferred Tenderer based on the total weighted score and overall value.

Stage 6 – Recommendation and Approval

The Evaluation Report will be submitted to the appropriate approving authority.

Council will consider the recommendation and determine whether to award the Contract.

No contractual relationship exists until the Commercial Lease has been executed by both parties.

Evaluation Criteria

The following weighted criteria will be used:

Criterion Weighting

Relevant Experience and Past Performance	25%
Technical Capability and Service Delivery Model	25%
Cybersecurity Capability and Risk Management	15%
Key Personnel Qualifications and Capacity	10%
Pricing and Value for Money	20%
Local Presence and Community Benefit	5%
TOTAL	100%

The weighting reflects Council's objective of selecting the proposal that offers the best overall value rather than the lowest value alone.

Scoring Methodology

Each qualitative criterion will be scored using the following scale:

Score Rating Description

Score	Rating	Description
0	Unacceptable	Does not meet the requirement.
1	Poor	Major deficiencies; significant concerns.
2	Fair	Meets some requirements but improvements are required
3	Satisfactory	Adequately meets the requirement.
4	Good	Meets the requirement well with several strengths.
5	Very Good	Exceeds the requirements in several areas.
6	Excellent	Outstanding response with significant added value.

The weighted score for each criterion will be calculated by applying the relevant weighting to the consensus score.

Value for Money Assessment

In determining value for money, the Evaluation Panel will consider:

- Relevant Experience and Past Performance
- Technical Capability and Service Delivery Model
- Cybersecurity Capability and Risk Management
- Key Personnel Qualifications and Capacity
- Pricing and Value for Money
- Local Presence and Community Benefit

The lowest cost proposal will not necessarily represent the best value for the Shire.

This approach is consistent with the Shire's value for money principles.

Clarifications and Interviews

Council may request clarification of any aspect of a Tender submission.

Shortlisted Tenderers may also be invited to:

- Attend an interview.
- Deliver a presentation.
- Explain aspects of their proposal.
- Discuss their business plan.
- Respond to questions from the Evaluation Panel.

Clarifications or interviews will not permit Tenderers to materially alter their original submission.

Due Diligence and Verification

Prior to recommending a preferred Tenderer, the Shire may verify information provided in the Tender, including:

- Referee reports.
- Business registrations.
- Insurance policies.
- Relevant experience. Regulatory compliance history.

Any material misrepresentation may result in the Tender being excluded from consideration.

Recommendation

The Evaluation Panel will prepare a comprehensive Evaluation Report documenting:

- The evaluation methodology.
- Compliance assessment.
- Consensus scores.
- Ranking of Tenderers.
- Due diligence outcomes.
- Identified risks.
- Value for money assessment.
- Recommendation for appointment.

The report will support Council's decision-making process and provide a clear audit trail in accordance with the Shire's governance and procurement requirements.

Selection Criteria

The Shire of Bruce Rock is seeking to appoint a suitably qualified and experienced Information Technology (IT) service provider to deliver comprehensive IT support, maintenance, cybersecurity, strategic advice, and technology management services.

Tenderers should provide sufficient detail (a separate document attached to this tender is acceptable) to demonstrate their capability, experience and capacity to successfully fulfil the requirements of the proposed service provisions.

Relevant Experience and Past Performance	25%
Technical Capability and Service Delivery Model	25%
Cybersecurity Capability and Risk Management	15%
Key Personnel Qualifications and Capacity	10%
Pricing and Value for Money	20%
Local Presence and Community Benefit	5%

Criteria 1 - Relevant Experience and Past Performance (25%)

Tenderers should demonstrate:

- Company history, structure and years of operation.
- Experience delivering managed IT services to local government or comparable organisations.
- Experience supporting Microsoft 365 environments, cloud-based services and hybrid ICT infrastructure.
- Experience managing networks, servers, workstations, printers and telecommunications.
- Experience delivering cybersecurity services and technology projects.
- Examples of similar contracts completed within the last five (5) years.
- Demonstrated ability to consistently achieve agreed service levels.
- Details of any contract terminations, disputes or litigation relevant to the services proposed.
- Three (3) referees for similar contracts, including contact details.

Tenderers should include examples demonstrating successful outcomes, client satisfaction and long-term partnerships.

Criteria 2 - Technical Capability and Service Delivery Model (25%)

Responses should address:

- Proposed service delivery model.
- Helpdesk structure and hours of operation.

- Remote support capability.
- Onsite support arrangements.
- Availability of after-hours emergency support.
- Incident management and escalation procedures.
- Service desk software and ticket management systems.
- Monitoring and management tools.
- Infrastructure management capability.
- Microsoft 365 administration and licensing management.
- Backup and disaster recovery capability.
- Project delivery methodology.
- Reporting and performance monitoring.
- Continuous improvement processes.
- Proposed Service Level Agreements (SLAs) and response/resolution times.

Tenderers should clearly identify any value-added services included within the proposed contract.

Criteria 3 - Cybersecurity Capability and Risk Management (15%)

Tenderers should demonstrate their capability to provide comprehensive cybersecurity services by addressing:

- Cybersecurity monitoring and threat detection.
- Vulnerability management processes.
- Security patch management.
- Endpoint protection.
- Multi-factor authentication (MFA) management.
- Backup security.
- Security incident response.
- Business continuity and disaster recovery planning.
- Risk management methodology.
- Compliance with recognised cybersecurity standards and frameworks.
- Staff cybersecurity awareness training.
- Relevant cybersecurity certifications and qualifications.
- Experience responding to cyber incidents.

Tenderers should outline how cybersecurity risks will be identified, managed and reported to the Shire.

Criteria 4 - Key Personnel Qualifications and Capacity (10%)

Tenderers should provide details of the personnel who will be responsible for delivering the services.

Responses should include:

- Organisational structure.
- Proposed Account Manager.
- Technical support personnel.
- Project management personnel.
- Qualifications and certifications.
- Relevant industry experience.
- Experience supporting local government or comparable organisations.
- Availability of specialist resources.
- Resourcing arrangements during staff leave or peak workloads.
- Professional development and training programs.
- Staff retention strategies.

Tenderers should include brief résumés for key personnel and identify any subcontractors who may be utilised.

Criteria 5 - Pricing and Value for Money (20%)

Tenderers should submit a clear and comprehensive pricing proposal demonstrating value for money over the life of the contract.

Responses should include:

- Fixed annual support fees.
- Hourly labour rates.
- After-hours support rates.
- Onsite support rates.
- Travel costs.
- Project rates.
- Hardware procurement mark-ups (if applicable).
- Software licensing management fees.

- Any additional charges.
- Assumptions and exclusions.
- Pricing validity period.

The Shire will assess value for money by considering the overall quality of the proposed services, experience, service levels, innovation, risk and whole-of-life costs. The lowest priced Tender will not necessarily be accepted.

Criteria 6 - Local Presence and Community Benefit (5%)

Tenderers should outline how their organisation will contribute to the local community by addressing:

- Location of the business and support personnel.
- Availability of local or regional technicians.
- Ability to provide timely onsite support within the Wheatbelt region.
- Employment of local personnel where practicable.
- Engagement of local subcontractors and suppliers.
- Contribution to the local economy.
- Participation in community initiatives, sponsorships or partnerships.
- Commitment to building long-term relationships with the Shire.
- Environmental and sustainability initiatives relevant to service delivery.

Tenderers should also describe how their local presence will improve responsiveness, communication and service outcomes for the Shire.

References

Council reserves the right to undertake background checks.

ADDITIONAL REQUIREMENTS

Project Services

The Contractor may be required to assist with:

- System upgrades.
- Hardware replacement projects.
- Software implementations.
- Network upgrades.
- Cybersecurity initiatives.
- Cloud migration projects.

Reporting Requirements

The Contractor shall provide regular reporting including:

- Monthly service reports.
- Incident summaries.
- Cybersecurity reports.
- Backup status reports.
- Project updates.
- Strategic recommendations.

Annual review meetings will be required.

compliance Requirements

Tenderers must demonstrate compliance with:

- Local Government Act 1995 (WA).
- Privacy and confidentiality obligations.
- Relevant Australian Standards.
- Cybersecurity best practices.
- Work Health and Safety legislation.

The Contractor must maintain:

- Public Liability Insurance (\$20 million minimum).
- Professional Indemnity Insurance (\$5 million minimum).
- Workers Compensation Insurance.

Evidence of insurance must be provided.

APPENDIX A – TENDER SUBMISSION CHECKLIST

Tender Submission Checklist

Tenderers are encouraged to use this checklist to ensure that all required information has been included with their submission.

Incomplete submissions may be considered non-conforming and may not be evaluated.

✓	Requirement	Included
☐	Completed Tender Form and Declaration	☐
☐	Signed Statutory Declaration	☐
☐	Business Name and ABN/ACN details	☐
☐	Contact details for the Tenderer	☐
☐	Business history	☐
☐	Details of relevant qualifications and licences	☐
☐	Proposed Business Plan	☐
☐	Current Public Liability Insurance (or evidence it can be obtained)	☐
☐	Workers' Compensation Insurance (where applicable)	☐
☐	Other relevant insurance information	☐
☐	Business referees as applicable	☐
☐	Conflict of Interest Declaration	☐
☐	Confidentiality Statement	☐
☐	Acknowledgement of all Tender Addenda issued	☐
☐	Any additional supporting documentation	☐

Final Review Before Submission

Please confirm the following:

✓	Confirmation	Yes
☐	I have read and understood the Request for Tender documentation.	☐
☐	My submission is complete and all requested information has been provided	☐
☐	The Tender has been signed by an authorised representative	☐
☐	I acknowledge that the Shire may seek clarification of my submission.	☐
☐	I have disclosed all actual, potential or perceived conflicts of interest.	☐

TENDER FORM & DECLARATION

Tenderer Declaration

Having examined the Request for Tender documentation for RFT 3.2026.27 – Provision of Information Technology (IT) Services, the undersigned Tenderer agrees to submit this Tender in accordance with the conditions contained within the Request for Tender.

The Tenderer confirms that:

- ☐ All information contained within this submission is true and correct.
- ☐ The Tenderer has carefully read and understood the Request for Tender documentation.
- ☐ The Tenderer agrees to comply with all Tender Conditions.
- ☐ The Tenderer accepts that the Shire is not bound to accept the lowest offer for IT Services.
- ☐ The Tenderer acknowledges that this submission remains valid for **90 days** from the Tender Closing Date.
- ☐ The Tenderer agrees to enter into a contract should their Tender be accepted.

AUTHORISED REPRESENTATIVE**Business Name:** _____**Trading Name:** _____**ABN / ACN:** _____**Business Address:** _____**CONTACT PERSON****Name:** _____**Position:** _____**Telephone:** _____ **Mobile:** _____**Email:** _____**Business Type**☐ Sole Trader ☐ Partnership ☐ Company☐ Incorporated Association ☐ Trust☐ Other _____**GST Registration**☐ Registered ☐ Not Registered**Current Business Activities**

Describe your existing business operations.

Previous Trading Names (if applicable)**Has the business ever entered liquidation, administration or bankruptcy?**☐ No ☐ Yes

If yes, provide details.

REFEREES & PREVIOUS PERFORMANCE

Business Referees

Please provide at least two (2) business referees who can comment on your ability to successfully operate a hospitality business.

Referee 1

Information Details

Name _____

Position _____

Organisation _____

Relationship _____

Telephone _____

Email _____

Referee 2

Information Details

Name _____

Position _____

Organisation _____

Relationship _____

Telephone _____

Email _____

Previous Contracts

Provide details of any contracts previously undertaken.

Business Location Period Description

Performance History

Has your business ever:

Question	Yes	No
Had a contract terminated?		
Been subject to legal proceedings relating to a business?		
Failed to complete a commercial contract?		
Been refused a licence or permit?		

If you answered **Yes** to any question above, please provide details.

11.4 Additional Information

Please provide any additional information you believe demonstrates your suitability to provide IT services to the Shire of Bruce Rock

INSURANCES, LICENCES & COMPLIANCE

Insurance Requirements

The successful Tenderer will be required to maintain the following insurances throughout the term of the contract.

Please indicate whether each insurance is currently held or will be obtained prior to commencement of the contract.

Insurance Currently	Held	Will Obtain	Policy Number	Expiry Date
Public Liability Insurance				
Workers Compensation Insurance				
Other Insurance				

Attach Certificates of Currency where available.

☐ Certificates Attached

Licences and Registrations

Please provide details of all relevant licences, permits and registrations held.

Licence / Registration Number Expiry Date

Declaration

I certify that the information provided above is complete and accurate.

Business Name: _____

Authorised Representative: _____

Position: _____

Signature: _____ **Date:** _____

CONFIDENTIALITY STATEMENT

Tender submissions become the property of the Shire of Bruce Rock upon receipt.

Tenderers should identify any information contained within their submission that they consider to be commercially confidential.

The Shire will treat confidential information in accordance with applicable legislation and will not disclose commercially sensitive information except where required by law.

Confidential Information

Please indicate:

☐ This submission does **not** contain commercially confidential information.

OR

☐ This submission **does** contain commercially confidential information.

If yes, identify the relevant sections and explain why the information is confidential.

Section / Attachment Reason for Confidentiality**Tenderer Acknowledgement**

The Tenderer acknowledges that:

- The Shire may be required to disclose information under applicable legislation.
- Information not identified as confidential may be disclosed where appropriate.
- The Shire cannot guarantee confidentiality where disclosure is required by law