



## Request for Quotation

### CITY OF PALMERSTON

<b>RFQ TITLE</b>	<b>Provision of a City of Palmerston Citizen Application</b>
<b>CLOSE DATE</b>	<b>2:00 PM AUSTRALIAN CST FRIDAY 3 April 2020</b> (LATE QUOTATIONS MAY BE INELIGIBLE FOR CONSIDERATION)

### HOW TO RESPOND TO THIS REQUEST FOR QUOTATION

Complete the **QUOTATION FORM** and **SCHEDULES** provided. This will become your Quotation which may be lodged:

By email to: [mark.bradbury@palmeston.nt.gov.au](mailto:mark.bradbury@palmeston.nt.gov.au)

### INSURANCE REQUIREMENTS

<b>TYPE</b>	<b>AMOUNT OF COVER REQUIRED</b>
Public Liability	\$20,000,000
Product Liability	\$1,000,000

### CONDITIONS OF CONTRACT – SERVICES

If we accept your quotation, the following conditions will apply for the duration of the Contract:

1. You must provide the works or services in accordance with the requirements of this Request for Quotation (RFQ).
2. You must submit tax invoices for the works or services provided.
3. The Contract is governed by the laws of the Northern Territory of Australia.
4. You must comply with requirements of all Acts of the Commonwealth of Australia, Acts of the Northern Territory and all subsidiary legislation.
5. You must maintain for the duration of the Contract appropriate insurance cover according to the requirements of this RFQ.
6. We will pay you within twenty eight (28) days of the latter of certification of satisfactory delivery and receipt of a tax compliant invoice. Failure to pay within twenty eight (28) days may make us liable for payment of interest.
7. You warrant that you are entitled to use any patent, design, trademark, intellectual property rights or copyright or other protected right embodied or used in connection with the performance of the Contract.
8. You must advise us immediately if you become aware of any conflict of interest on your part. If you advise us of a conflict and we consider that the conflict may be detrimental to us, we may terminate the Contract immediately by written notice.
9. If we consider the works or services to be unsatisfactory, we will advise you of such in writing and give you a specified time to rectify the works or services. If you fail to do so within the specified time we may terminate the Contract immediately in writing.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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## 1. SCOPE OF REQUIREMENT

### 1.1 INTRODUCTION

Under the Smart Cities and Suburbs Round 2, the City of Palmerston have an extensive smart city program currently in delivery. Under this project there is a commitment to deliver a community facing application for common council services.

### 1.2 PROJECT SCOPE

The City of Palmerston is looking to implement a Council App for the community with the following key functionality:

- Ability to find local facilities such as parks, libraries, public Wi-Fi and council properties;
- Ability to report an issue within various categories;
- Ability to make payments for council services;
- Ability to be informed of events happening within the region; and
- Ability to access waste collection information.

Any proposal should include the hosting, support and management of the application for 3 years. Based on market research we are looking at a budget of approximately \$60,000-\$70,000 for the project.

*Note: Under an RFQ proposals may only be considered below \$100,000 inc GST, over this threshold, a Request for Tender would be required.*

### 1.3 BUSINESS MODEL

Council is open to various business models and pricing structures for this project and does not have a fixed view on development, subscription or other business models.

### 1.4 CURRENT STATE

Currently the council primarily engage with customer inquiry in person, through phone calls, emails and website form submissions.

Council is looking to improve the communication and service level availability to the community and have committed to the implementation of app-based service for the future, to compliment its various other engagement channels.

Existing resources are summarised here:

Category	Existing Resources
Find a local facility	New residents obtain information via the new resident guide <a href="https://www.palmerston.nt.gov.au/live/about-palmerston/new-resident-guide">https://www.palmerston.nt.gov.au/live/about-palmerston/new-resident-guide</a> Facilities and recreation information is currently accessible here: <a href="https://www.palmerston.nt.gov.au/live/facilities-recreation">https://www.palmerston.nt.gov.au/live/facilities-recreation</a> The Councils Open Data portal is currently in progress and datasets will be available for the items listed within the app (such as parks, bbqs, facilities).
Report an issue	Currently done via phone call or via web form: <a href="https://www.palmerston.nt.gov.au/contact-us">https://www.palmerston.nt.gov.au/contact-us</a>
Make a payment	Currently this is done via web form, in person or online payment:

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

	<a href="https://www.palmerston.nt.gov.au/live/rates/payment-methods">https://www.palmerston.nt.gov.au/live/rates/payment-methods</a> <a href="https://www.palmerston.nt.gov.au/pay-online-start">https://www.palmerston.nt.gov.au/pay-online-start</a>
Make a booking	Facilities and events can be booked currently via the website: <a href="https://cityofpalmerston.checkfront.com/reserve/">https://cityofpalmerston.checkfront.com/reserve/</a>
Events	Events and activities are currently advertised here: <a href="https://www.palmerston.nt.gov.au/community/lifestyle-community/events-and-activities">https://www.palmerston.nt.gov.au/community/lifestyle-community/events-and-activities</a>
Provide waste management info	Waste collection calendar: <a href="https://www.palmerston.nt.gov.au/file/download/2253">https://www.palmerston.nt.gov.au/file/download/2253</a> General waste information is currently available here: <a href="https://www.palmerston.nt.gov.au/live/waste-management">https://www.palmerston.nt.gov.au/live/waste-management</a>

## 1.5 REQUIREMENTS

The City of Palmerston wishes to implement an application for the public to use within the City of Palmerston region.

The application has several key features we must provide under the project:

- Ability for citizens to view waste information, including their designated waste removal days.
- Ability for citizens to report an issue to council.
- Ability for council to monitor and manage the status of an issue.
- Ability for citizens to find a facility.
- Ability for citizens to see council news and events.
- Ability for citizens to make payments for council services.
- Ability for citizens to find contact information for council and other local contacts.

To accommodate all users within our region the application should be available for users on both Android and iOS devices. Furthermore:

- The user experience should be simple, modern, intuitive and easy to use.
- The user interface should represent the City of Palmerston brand to align with the organisational brand guide.
- The system should also allow council to report on and filter the issues reported.
- The system should allow council to know how many downloads there have been and number of active users of the service.
- Allow for continuous improvements, modification and customisation.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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To further describe the required functionality, a list of requirements has been defined below:

- Must – Mandatory and key scope to be delivered
- Should – We would like to deliver this scope
- Could – We would like to deliver this scope if budget permits.

1	<p><b>Report an issue</b>  The application must allow citizens to report a fault or issue and provide council with the ability to manage and report on the status of an issue.</p> <p>Each type of issue may be sent to a different team internally.</p> <p>Currently, issues are reported via phone, in person or by completion of web forms (links are provided for the current issue reporting tools).</p> <ul style="list-style-type: none"> <li>• General issue</li> <li>• Public lighting faults</li> <li>• Street faults</li> <li>• Graffiti removal</li> <li>• Broken sprinkler</li> <li>• Report a lost or stolen bin</li> <li>• Trees</li> <li>• Abandoned vehicles</li> <li>• Dogs and animal related issues</li> <li>• Other issues</li> </ul> <p>Examples of the current state of these forms are available here: <a href="https://www.palmerston.nt.gov.au/contact-us">https://www.palmerston.nt.gov.au/contact-us</a></p> <p>These issues are further detailed below:</p>		
Item	Description	MOSCOW	Business Reason
1.1	Report a general issue <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Request detail (what the issue is, where it is, what council needs to do)</li> <li>• Photograph if applicable</li> </ul> <a href="https://www.palmerston.nt.gov.au/contact-us/general-enquiries">https://www.palmerston.nt.gov.au/contact-us/general-enquiries</a>	Must	These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.
1.2	Public Lighting Faults <ul style="list-style-type: none"> <li>• Type of fault</li> </ul>	Must	These issues are either not reported or reported via phone call, email or

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

	<ul style="list-style-type: none"> <li>• Reported date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Description</li> <li>• Street light number</li> <li>• Attach photo</li> <li>• Select location</li> </ul> <p>This is done via Arc GIS to allow the location to be specified  <a href="https://palmerston.maps.arcgis.com/apps/GeoForm/index.html?appid=de19e86fc159454ab92a2f9f2606e70c">https://palmerston.maps.arcgis.com/apps/GeoForm/index.html?appid=de19e86fc159454ab92a2f9f2606e70c</a></p>		web form currently. This process will make it easier to report an issue.
1.3	<p>Street Faults</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Request detail</li> </ul> <p>This is done via Arc GIS to allow the location to be specified  <a href="https://palmerston.maps.arcgis.com/apps/StoryMapBasic/index.html?appid=f5bacd68c1124d4886e6abedc476c732">https://palmerston.maps.arcgis.com/apps/StoryMapBasic/index.html?appid=f5bacd68c1124d4886e6abedc476c732</a></p>	Must	<p>These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.</p> <p>This would include road, footpath issues.</p>
1.4	<p>Graffiti Removal</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Does this graffiti contain offensive material?</li> <li>• Is the graffiti on public property</li> <li>• Graffiti location</li> <li>• Details</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Attach photo</li> <li>• Select location</li> </ul> <p>This is done via Arc GIS to allow the location to be specified:  <a href="https://palmerston.maps.arcgis.com/apps/GeoForm/index.html?appid=275b90a484654d698d0e50c57d3e55b2">https://palmerston.maps.arcgis.com/apps/GeoForm/index.html?appid=275b90a484654d698d0e50c57d3e55b2</a></p>	Must	These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.
1.5	<p>Report a broken sprinkler</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Description</li> <li>• Photo (if applicable)</li> </ul> <p>Currently this would be reported through a phone call or general issue ticket via the website.</p>	Must	These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

1.6	<p>Report a broken or stolen/lost bin</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Select – broken bin, lost bin, stolen bin, other</li> <li>• Description</li> <li>• Photo (if applicable)</li> </ul> <p>This is currently reported via phone</p>	Must	<p>These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.</p> <p>There are approximately 10 of these requests daily.</p>
1.7	<p>Report an abandoned vehicle:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Location of the vehicle</li> <li>• Registration of the vehicle</li> <li>• How long has it been there?</li> <li>• Photo (if applicable)</li> </ul> <p>This is currently reported via phone.</p>	Must	<p>These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.</p>
1.8	<p>Report an issue with trees:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Location of the tree</li> <li>• How long has it been there?</li> <li>• Photo (if applicable)</li> </ul> <p>Note: trees differ when on private property compared to being on public property.</p>	Must	<p>These issues are either not reported or reported via phone call, email or web form currently. This process will make it easier to report an issue.</p>
1.9	<p>Issue Reporting – to allow Council the ability to monitor and manage issues that have been reported</p> <ul style="list-style-type: none"> <li>• In order to improve service levels, council requires a method to track these incidents, report on the volume and types of issues.</li> <li>• Council management and reporting capabilities such as the ability to see all open incidents, incidents per category, incidents filtered by status (open, assigned, closed) and the ability to filter by date.</li> </ul>	Must	<p>In the current state forms are submitted to the website and are emailed to a mailbox for action or citizens call the council to report issues.</p> <p>To allow with job tracking and more centralised management, a level of reporting is required to help council manage the incoming requests.</p>

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

			At a later date it is expected that this may need to be tied into a CRM or task management system, however this system does not exist today for external reporting of issues.
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2	<b>Where Is? - Facility Finder</b> To allow citizens to find council services, we require the ability for the app to allow filtering and search capabilities for council assets and facilities.		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>Business Reason</b>
2.1	The app should help the public find parks. <ul style="list-style-type: none"> <li>• Dog Parks</li> <li>• Parks (green space)</li> <li>• Parks (playgrounds)</li> </ul>	Must	Open data is available for this dataset.
2.2	The app should help the public find the library and recreational centre.	Must	Open data is available for this dataset.
2.3	The app should help the public find the council building.	Must	Open data is available for this dataset.
2.4	The app should help the public find parking information for zones/rates and locations.	Must	Open data is available for this dataset.
2.5	The app should help the public find facilities such as public toilets, BBQ's and Wi-Fi locations.	Must	Open data is available for this dataset.
2.6	The app should help the location of the Police, Hospital, Veterinary Clinic, Emergency Services within the area.	Should	A collated dataset could ne put together for this information.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

3	<b>Waste</b>  In order to provide proactive information about waste collection and waste education material, the app should facilitate the access to important waste related information.		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>Business Reason</b>
3.1	The app must provide 'bin day' collection information to users.  To provide further information on this requirement the following detail may assist: <ul style="list-style-type: none"> <li>The Council has fixed collection schedules based on suburb.</li> <li>These apply to all single dwellings, but unit complexes within the region have a different schedule</li> </ul>	Must	This is a key feature that would promote a user to use the app. As the bin collection day varies, the address is required to give accurate information.
3.2	The app should show users information about which items can be recycled and which items are general waste	Should	To align with waste education goals and to provide a handy reference guide for users.
3.3	The app could automatically notify the user on the night before bin day. For example 6.30pm.	Could	This is a key feature that would promote a user to use the app. It is also helpful for users to get a reminder.
3.4	The app should show users, what the waste transfer station opening times are.	Should	This would provide information that people often have to look up or call council to find out.
3.5	The app must allow users to report an issue with their waste services.  This may include: <ul style="list-style-type: none"> <li>Broken bin.</li> <li>Update or downgrade bin size.</li> <li>Lost or stolen bin.</li> <li>Request a new service (new house).</li> <li>Request additional bins.</li> </ul> This relates to requirement 1.6.	Must	This is a very common call to our customer service team, and we would like to be able to systemise the replacement and repair of bins to achieve a higher standard of customer service.

4	<b>News and Events</b>  The application should provide details on the upcoming news and events from Council.		
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<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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	This content is currently available on the website, and there is no desire to duplicate this information, but we would like to extend visibility to it from the mobile application.		
Item	Description	MOSCOW	Business Reason
4.1	The app should provide 'what's on' in the community (events list). This would be pulled or displayed from the existing website to avoid having to duplicate content. <a href="https://www.palmerston.nt.gov.au/community/lifestyle-community/events-and-activities">https://www.palmerston.nt.gov.au/community/lifestyle-community/events-and-activities</a>	Must	This is to involve and engage with the community.
4.2	The app should provide 'news' for the community. This would be pulled or displayed from the existing website to avoid having to duplicate content. <a href="https://www.palmerston.nt.gov.au/council/public-notice">https://www.palmerston.nt.gov.au/council/public-notice</a>	Must	This is to involve and engage with the community.
4.3	The app should allow people to view and participate in feedback and community engagement activities. This is currently done via the website page <a href="https://www.palmerston.nt.gov.au/community/participation/have-your-say">https://www.palmerston.nt.gov.au/community/participation/have-your-say</a>	Must	This is to involve and engage with the community

5	<b>Contact Information</b> The app, key council and local contacts should be provided for easy reference.		
Item	Description	MOSCOW	Business Reason
5.1	The app should provide users with key contact information.  For example: Council details, SES, Police, Fire, Ambulance, Council Rangers.  As an example <a href="https://indd.adobe.com/view/0f20f01c-618a-4dda-9315-119b336ac25e">https://indd.adobe.com/view/0f20f01c-618a-4dda-9315-119b336ac25e</a> page 4 is the current list for new residents.	Must	To provide contacts and value to citizens, without them needing to call the council. To make this information available 24/7.
5.2	The app could allow local businesses to be listed in a directory for the local userbase.	Could	This would support local businesses and economic development initiatives.
5.3	The app could provide the ability for citizens to update their contract details with Council.	Could	This is done via paper form or in person currently and would be more convenient if online.

6	<b>Payment of Council Invoices</b>  The app should provide users with the ability to pay for council items via the app. The existing payment portals have been provided and we would like to standardise these so that they are also available on the mobile app. Existing Payment links for reference: <a href="https://www.palmerston.nt.gov.au/pay-online-start">https://www.palmerston.nt.gov.au/pay-online-start</a>		
Item	Description	MOSCOW	Business Reason
6.1	The app should provide users with the ability to pay their rates, currently this is done through the following site: <a href="https://paybyweb.nab.com.au/SecureBillPayment/securebill/nab/payTemplate.vm?&amp;bill_name=">https://paybyweb.nab.com.au/SecureBillPayment/securebill/nab/payTemplate.vm?&amp;bill_name=</a>	Must	Customers can currently pay rates online via the website.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

			To improve access to this service we want to extend this capability to the mobile app.
6.2	The app should provide users with the ability to pay their dog registration, this is done through the following site: <a href="https://www.palmerston.nt.gov.au/pay-online">https://www.palmerston.nt.gov.au/pay-online</a>	Must	Customers can currently pay dog registrations online via the website. To improve access to this service we want to extend this capability to the mobile app.
6.3	The app should provide users with the ability to pay their infringements (parking, animal), currently this is done through the following site <a href="https://www.palmerston.nt.gov.au/pay-online">https://www.palmerston.nt.gov.au/pay-online</a>	Must	Customers can currently infringements online via the website. To improve access to this service we want to extend this capability to the mobile app.
6.4	The links to the payment portals, should be able to be updated easily in case of any future changes.	Must	To allow business changes to occur in future, any access to booking sites, should be able to be updated if the link changes in future to avoid disruption to the service

6	<b>Ability to book Council Facilities</b> The app should provide users with the ability to make bookings for council facilities via the app.		
6.1	The application should enable users to make bookings via the existing booking system. For reference a link has been provided below: <a href="https://cityofpalmerston.checkfront.com/reserve/">https://cityofpalmerston.checkfront.com/reserve/</a>	Must	To avoid people having to book over the phone, a booking system is available via the City of Palmerston website.  To facilitate ease of access to the booking system, we would like to make this available from within the mobile application also.
6.2	The links to the booking portal, should be able to be updated easily in case of any future changes.	Must	To allow business changes to occur in future, any access to booking sites, should be able to be updated if the link changes in future to avoid disruption to the service
6.3	The app could provide a map of the buildings and facilities available for hire.	Could	To provide better self service capability, the information of the location may be helpful for citizens.

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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## 1.6 TIMELINESS

As this project is funded under the Round 2 Smart Cities and Suburbs grant, the following timelines are provided:

<b>Action</b>	<b>Date</b>
Commencement	Upon award of Contract
Completion	20 May 2020

## 1.7 INVOICING

Payment will be made in accordance with Clause 6 of the Conditions of Contract.

The Contractor is required to lodge their tax compliant invoice via email to [accounts@palmerston.nt.gov.au](mailto:accounts@palmerston.nt.gov.au) In order to facilitate timely payment, the invoice must clearly identify the contract name "Citizen Facing Council App".

RFQ TITLE	Citizen Facing Council App
-----------	----------------------------

## 2. OTHER MATTERS

### 2.1 Part Offers

Part offers are permitted and will only be accepted as per the request.

### 2.2 Alternative Quotations

Alternative quotations are permitted.

### 2.3 Changes to the Conditions of Contract

Changes to the Conditions of Contract are not permitted.

## 3. ASSESSMENT CRITERIA

Proposals will be assessed against the following criteria:

### 3.1 Local Content

Respondents must complete Schedule 2 – Local Content of the attached Response Schedules.

### 3.2 Past Performance

Respondents must complete Schedule 3 – Past Performance of the attached Response Schedules.

### 3.3 Scope Specific

Respondents must complete Schedule 4 – Product Fit of the attached Response Schedules.

### 3.4 Timeliness

Respondents must complete Schedule 5 – Timeliness of the attached Response Schedules.

### 3.5 Price

Respondents must complete Schedule 6 – Price of the attached Response Schedules.

RFQ TITLE	Citizen Facing Council App
-----------	----------------------------

**TO BE COMPLETED AND LODGED TOGETHER WITH ATTACHED SCHEDULES**

RFQ TITLE	Provision of a City of Palmerston Citizen Application
CLOSE DATE	2:00 PM AUSTRALIAN CST FRIDAY 3 April 2020 (LATE QUOTATIONS MAY BE INELIGIBLE FOR CONSIDERATION)

**HOW TO RESPOND TO THIS REQUEST FOR QUOTATION**

Complete the **QUOTATION FORM** and **SCHEDULES** provided. This will become your Quotation which may be lodged:

By email to: [procurement@palmerston.nt.gov.au](mailto:procurement@palmerston.nt.gov.au)

**Quotations shall remain valid for acceptance for a period of 60 days from the closing date.**

**THIS SECTION TO BE COMPLETED BY THE RESPONDENT**

I/We, the undersigned, having examined and acquired an actual knowledge of this Request for Quotation do hereby offer to supply the goods or services at the amounts quoted in accordance with this Request for Quotation at the amounts quoted in the completed schedules attached.

Signature		Date	
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(not required when lodging via Email)

Name	
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(Print Name and Title)

On behalf of	
--------------	--

(Full Name of Firm/Individual)

ACN/ABN	
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Postal Address	
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Telephone		Facsimile	
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e-mail address	
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**Addendum acknowledgement table (only applicable if addenda issued)**

Confirm receipt and inclusion in the Quotation, of the addenda numbered For example 1-3 or 1, 2, 3	
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<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

<b>SCHEDULE 1 - COMPLIANCE</b>				
Suppliers are required to complete this schedule. A tick (✓) should be placed in the relevant column under the 'Compliance' heading for each paragraph, and should be placed in only one column for the paragraph. Where the 'P' column is ticked, the respondent must detail to what extent their quotation complies with the requirement in the 'Comment' column. Where the 'X' column is ticked, the respondent must provide any information supporting why an alternative should be considered.				
F=Fully Complies      P=Partially complies      X=Does not comply				
REQUIREMENT	F	P	X	COMMENT
a) Scope of Work				e.g. Alternative, Part Offer
b) Insurance Requirements				
c) Conditions of Contract				Note: Changes are not permitted.
<b>SCHEDULE 2 – LOCAL CONTENT</b>				
<b>Provide details of local representation or presence within the Territory.</b>				
<b>Provide details of all sub-contractors to be used and what part of this project they will be performing.</b>				

<b>SCHEDULE 3 – PAST PERFORMANCE</b>		
<b>Provide details and referees for at least 2 contracts of a similar nature and scope you may have been involved with.</b>		
Contract Description	Referees	
	(Contact Person)	(Company Name, Phone No. and EMAIL)
		EMAIL: Phone:
		EMAIL: Phone:

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

**Please identify experience like the proposed project.**

**Please detail the similarities and differences as well as how you approached the task and how you overcame challenges.**

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<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

<p align="center"><b>SCHEDULE 4 – Scope Specific</b></p> <p><b>Please detail if your solution approach. Please include if your solution is based on a CMS framework, custom development or existing application framework.</b></p>

<p><b>Please identify the ongoing maintenance and management plan for your solution, including any ongoing costs.</b></p>

<p><b>Please define which items are included within your pricing offer.</b></p>

<p><b>Please identify what information you need from Council to be successful in the project delivery.</b></p>



<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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<p align="center"><b>SCHEDULE 5 – TIMELINESS</b></p> <p><b>Provide a Timeline showing compliancy with the timeframes required in 1.4 of the RFQ</b></p>

<p><b>Outline any strategies you will employ to ensure the services are delivered in accordance with the proposed timeframes.</b></p>

RFQ TITLE	Citizen Facing Council App
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### SCHEDULE 6 – SCHEDULE OF PRICES

The respondent shall complete the Schedule of Prices by inserting in the column headed "Price" the unit price for the items listed under Description. **All prices are to exclude GST.** Where quantities are scheduled, the quoted price shall be extended to the nearest cent, by its relevant quantity. The resulting extended amount shall be inserted in the "Extended Amount" column. These amounts shall not be "rounded off".

**Please provide pricing for your solution including 3 years of hosting and support.**

- *Ensure all Must and Should criteria have been addressed.*
- *Please indicate any areas where significant cost is increased to allow us to make decisions on scope if required.*
- *Please provide optional pricing for any 'Could' criteria:*

**Please detail your pricing model and inclusions**

**Provide details of your proposed approach meets the requirements (Must, Should and Could criteria) by completing the tables following Schedule 6.**

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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To allow Council to compare offerings and pricing, please provide a response to each of the requirements below:

1	<p><b>Report an issue</b></p> <p>The application must allow citizens to report a fault or issue and provide council with the ability to manage and report on the status of an issue.</p> <p>Each type of issue may be sent to a different team internally.</p> <p>Currently, issues are reported via phone, in person or by completion of web forms (links are provided for the current issue reporting tools).</p> <ul style="list-style-type: none"> <li>• General issue</li> <li>• Public lighting faults</li> <li>• Street faults</li> <li>• Graffiti removal</li> <li>• Broken sprinkler</li> <li>• Report a lost or stolen bin</li> <li>• Trees</li> <li>• Abandoned vehicles</li> <li>• Dogs and animal related issues</li> <li>• Other issues</li> </ul> <p>Examples of the current state of these forms are available here: <a href="https://www.palmerston.nt.gov.au/contact-us">https://www.palmerston.nt.gov.au/contact-us</a></p> <p>These issues are further detailed below:</p>		
Item	Description	MOSCOW	How you will deliver this requirement
1.1	<p>Report a general issue</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Request detail (what the issue is, where it is, what council needs to do)</li> <li>• Photograph if applicable</li> </ul>	Must	
1.2	<p>Public Lighting Faults</p> <ul style="list-style-type: none"> <li>• Type of fault</li> <li>• Reported date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Description</li> <li>• Street light number</li> </ul>	Must	

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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	<ul style="list-style-type: none"> <li>• Attach photo</li> <li>• Select location</li> </ul>		
1.3	<b>Street Faults</b> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Request detail</li> </ul>	Must	
1.4	<b>Graffiti Removal</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Does this graffiti contain offensive material?</li> <li>• Is the graffiti on public property</li> <li>• Graffiti location</li> <li>• Details</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Attach photo</li> <li>• Select location</li> </ul>	Must	
1.5	<b>Report a broken sprinkler</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Description</li> <li>• Photo (if applicable)</li> </ul> <p>Currently this would be reported through a phone call or general issue ticket via the website.</p>	Must	
1.6	<b>Report a broken or stolen/lost bin</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Full name</li> <li>• Contact number</li> <li>• Email</li> <li>• Select – broken bin, lost bin, stolen bin, other</li> </ul>	Must	

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
------------------	-----------------------------------

	<ul style="list-style-type: none"> <li>• Description</li> <li>• Photo (if applicable)</li> </ul> <p>This is currently reported via phone</p>		
1.7	<p>Report an abandoned vehicle:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Location of the vehicle</li> <li>• Registration of the vehicle</li> <li>• How long has it been there?</li> <li>• Photo (if applicable)</li> </ul> <p>This is currently reported via phone.</p>	Must	
1.8	<p>Report an issue with trees:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Email</li> <li>• Contact number</li> <li>• Location of the tree</li> <li>• How long has it been there?</li> <li>• Photo (if applicable)</li> </ul> <p>Note: trees differ when on private property compared to being on public property.</p>	Must	
1.9	<p>Issue Reporting – to allow Council the ability to monitor and manage issues that have been reported</p> <ul style="list-style-type: none"> <li>• In order to improve service levels, council requires a method to track these incidents, report on the volume and types of issues.</li> <li>• Council management and reporting capabilities such as the ability to see all open incidents, incidents per category, incidents filtered by status (open, assigned, closed) and the ability to filter by date.</li> </ul>	Must	

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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2	<b>Where Is? - Facility Finder</b> To allow citizens to find council services, we require the ability for the app to allow filtering and search capabilities for council assets and facilities.		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
2.1	The app should help the public find parks. <ul style="list-style-type: none"> <li>• Dog Parks</li> <li>• Parks (green space)</li> <li>• Parks (playgrounds)</li> </ul>	Must	
2.2	The app should help the public find the library and recreational centre.	Must	
2.3	The app should help the public find the council building.	Must	
2.4	The app should help the public find parking information for zones/rates and locations.	Must	
2.5	The app should help the public find facilities such as public toilets, BBQ's and Wi-Fi locations.	Must	
2.6	The app should help the location of the Police, Hospital, Veterinary Clinic, Emergency Services within the area.	Should	

<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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3	<b>Waste</b>  In order to provide proactive information about waste collection and waste education material, the app should facilitate the access to important waste related information.		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
3.1	The app must provide 'bin day' collection information to users.  To provide further information on this requirement the following detail may assist: <ul style="list-style-type: none"> <li>The Council has fixed collection schedules based on suburb.</li> <li>These apply to all single dwellings, but unit complexes within the region have a different schedule</li> </ul>	Must	
3.2	The app should show users information about which items can be recycled and which items are general waste	Should	
3.3	The app could automatically notify the user on the night before bin day. For example 6.30pm.	Could	
3.4	The app should show users, what the waste transfer station opening times are.	Should	
3.5	The app must allow users to report an issue with their waste services.  This may include: <ul style="list-style-type: none"> <li>Broken bin.</li> <li>Update or downgrade bin size.</li> <li>Lost or stolen bin.</li> <li>Request a new service (new house).</li> <li>Request additional bins.</li> </ul> This relates to requirement 1.6.	Must	

4	<b>News and Events</b>
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<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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	<p>The application should provide details on the upcoming news and events from Council. This content is currently available on the website, and there is no desire to duplicate this information, but we would like to extend visibility to it from the mobile application.</p>		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
4.1	The app should provide 'what's on' in the community (events list). This would be pulled or displayed from the existing website to avoid having to duplicate content.	Must	
4.2	The app should provide 'news' for the community. This would be pulled or displayed from the existing website to avoid having to duplicate content.	Must	
4.3	The app should allow people to view and participate in feedback and community engagement activities. This is currently done via the website page	Must	

<b>5</b>	<p><b>Contact Information</b> The app, key council and local contacts should be provided for easy reference.</p>		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
5.1	The app should provide users with key contact information.  For example: Council details, SES, Police, Fire, Ambulance, Council Rangers.	Must	
5.2	The app could allow local businesses to be listed in a directory for the local userbase.	Could	
5.3	The app could provide the ability for citizens to update their contract details with Council.	Could	

<b>6</b>	<p><b>Payment of Council Invoices</b>  The app should provide users with the ability to pay for council items via the app. The existing payment portals have been provided and we would like to standardise these so that they are also available on the mobile app. Existing Payment links for reference: <a href="https://www.palmerston.nt.gov.au/pay-online-start">https://www.palmerston.nt.gov.au/pay-online-start</a></p>		
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<b>RFQ TITLE</b>	<b>Citizen Facing Council App</b>
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<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
6.1	The app should provide users with the ability to pay their rates	Must	
6.2	The app should provide users with the ability to pay their dog registration	Must	
6.3	The app should provide users with the ability to pay their infringements (parking, animal)	Must	
6.4	The links to the payment portals, should be able to be updated easily in case of any future changes.	Must	

<b>6</b>	<b>Ability to book Council Facilities</b> The app should provide users with the ability to make bookings for council facilities via the app.		
<b>Item</b>	<b>Description</b>	<b>MOSCOW</b>	<b>How you will deliver this requirement</b>
6.1	The application should enable users to make bookings via the existing booking system.	Must	
6.2	The links to the booking portal, should be able to be updated easily in case of any future changes.	Must	
6.3	The app could provide a map of the buildings and facilities available for hire.	Could	