SPECIAL MEETING AGENDA

Wednesday 4 November 2026
commencing at 8:30 PM

Quilpie Shire Council Boardroom
50 Brolga Street, Quilpie

Special Meeting of Council

28 October 2026

The Mayor and Council Members
Quilpie Shire Council
QUILPIE QLD 4480

Dear Members

Notice is hereby given that the Special Meeting of the Quilpie Shire Council will be held at the Council Chambers, on **Wednesday 4 November 2026**, commencing at ***8:30 PM.***

The agenda for the special meeting is attached for your information

Yours faithfully

Julie Reitano

Acting Chief Executive Officer

SPECIAL MEETING OF COUNCIL AGENDA

Wednesday 4 November 2026
Quilpie Shire Council Boardroom
50 Brolga Street, Quilpie

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1 OPENING OF MEETING

2 ATTENDANCE

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5 CORPORATE SERVICES

5.1 T04 26-27 MANAGED SERVICES PROVIDER FOR INFORMATION TECHNOLOGY (IT)

IX: **281421**

Author: **Kasey-Lee Davie, Procurement Officer**

Authorisors: **Mwewa Chisenga, Deputy Director of Corporate Services**

Sharon Frank, Director Corporate Services

Julie Reitano, Acting Chief Executive Officer

Attachments: **Nil**

KEY OUTCOME

Key Outcome:	9.	Finances and Resources
Key Initiative:	9.6	Information and technology

EXECUTIVE SUMMARY

T04 26-27 Managed Services Provider for Information Technology (IT) involves the establishment of a service agreement to provide Council with the essential IT services and support required to continue the information and communication service (ICT) operations.

The procurement was conducted through VendorPanel, via open public tender where Redd Digital Services Pty Ltd achieved the highest weighted score of 88/100.

RECOMMENDATION

That Council:

1. Award T04 26-27 – Managed Services Provider for Information Technology (IT) to Redd Digital Services Pty Ltd for a contract term of three (3) years, with two (2) optional one-year extensions (one (1) year plus one (1) year), noting the tendered schedule of rates.
2. Pursuant to section 257 of the *Local Government Act 2009*, delegate to the Chief Executive Officer the authority to negotiate, finalise and execute any and all matters associated with or in relation to this project and contract including without limitation any options and/or variations as per Council's procurement policy.

BACKGROUND

Council currently receives managed Information and Communication Technology (ICT) services from its incumbent Managed Services Provider (MSP), Shire Networks. The current service arrangement is due to conclude at the end of 2026, at which time Shire Networks will cease providing these services. Accordingly, the need to establish a new service arrangement was identified to ensure continuity of ICT operations and the ongoing delivery of essential support and maintenance services.

To facilitate this process, Council engaged an independent third-party principal advisor to assist with the development of the required scope of services and procurement process. In collaboration with Council's ICT Officer, Deputy Director of Corporate Services and Director of Corporate Services, the

principal advisor undertook a review of Council's existing ICT service requirements and operational needs.

This process informed the development of a comprehensive scope of services designed to support the continuity of Council's managed ICT environment while identifying opportunities to improve service delivery, system reliability, security and ongoing technical support. The resulting scope was developed to reflect Council's current operational requirements and provide a framework for securing.

REPORT

Council invited submissions to appoint a suitably qualified and experienced MSP (Managed Services Provider) to assume responsibility for the ongoing management, support, maintenance and monitoring of Council's ICT environment.

The successful MSP will be required to provide an integrated managed service covering Council's end-user computing, infrastructure, networks, Microsoft 365 environment, business applications, cybersecurity, backup and recovery, printing and telecommunications environment.

The MSP will work collaboratively with Council personnel and relevant third-party technology providers to maintain a secure, reliable, supported and fit-for-purpose ICT environment.

The MSP must provide appropriate service management and governance arrangements for the delivery of the Services. This is to include a nominated account/service manager who will act as Council's primary point of contact and take responsibility for service performance and coordination.

The MSP will be required to:

- Service Delivery Management and Governance
- End-User Management and Service Desk
- Network Management
- Server, Storage, Backup and Infrastructure Management
- Microsoft 365 Management
- Business Applications Support
- Printing Services
- Cyber Security Services
- Telecommunications and Voice Services
- Vendor and Third-Party Management
- Professional Services and Projects
- Transition in and Out Services

Contract term: Three-year term, with two by one-year extensions solely at Council's discretion.

PROCUREMENT METHOD

In accordance with Part 3 Division 2 of the *Local Government Regulation 2012* and Council's Procurement Policy, Council invited tenders from the public. The invitation was established through an open tender process, providing all eligible suppliers the opportunity to respond.

Table 1 Procurement process details

Description	Details
Advertising platform	VendorPanel Portal
RFQ / Tender open	Tuesday 15 September 2026
RFQ / Tender close	2:00 PM Tuesday 6 October 2026

Description	Details
Suppliers invited	Public
Responses received	33
Conforming responses received	30

Table 2 Tender responses received

Suppliers	Response - Status	Comment
Aliva Pty Ltd	Conforming	Received
Bendigo Telco	Conforming	Received
Canary Technology Solutions Pty Ltd	Conforming	Received
Centorrino Technologies Pty Ltd	Conforming	Received
Cics Pty Ltd	Conforming	Received
Data Box Pty Ltd	Conforming	Received
dop Group	Conforming	Received
Evonsys Pty Ltd	Non-Conforming	Incomplete
Fourier Technologies Pty Ltd	Conforming	Received
Freedom IT	Conforming	Received
Go Computer Company Pty Ltd	Conforming	Received
Intuit Technologies Pty Ltd	Conforming	Received
Mangano It Pty Ltd	Conforming	Received
Netra It Pty Ltd	Conforming	Received
Nityo Infotech Pty. Ltd	Non-Conforming	Incomplete
Packaged It Services Pty Ltd	Conforming	Received
PIT - Solutions IT	Non-Conforming	Incomplete
Queensland Computers	Conforming	Received
Redd Digital Services Pty Ltd	Conforming	Received
Roberts & Morrow Technology Unit Trust	Conforming	Received
Sentrian Pty Ltd	Conforming	Received
Series One Pty Ltd	Conforming	Received
Technocrew Pty Ltd	Conforming	Received
Teckonnect Pty Ltd	Conforming	Received
Telstra Limited T/A Pinnacle IT	Conforming	Received
The Trustee For Specht Family Trust	Conforming	Received
Thinkex Holdings Pty Ltd	Conforming	Received

Suppliers	Response - Status	Comment
Truis Pty Ltd	Conforming	Received
Velvet Systems	Conforming	Received
WorkDash Pty Ltd	Conforming	Received
Xaana Pty Ltd	Conforming	Received
Xcelit Pty Ltd	Conforming	Received
XL2	Conforming	Received

The initial evaluation assessment identified the three non-conforming tender submissions, due to required schedules not being completed and submitted to enable Council to complete an entire evaluation.

The evaluation applied the following published criteria to the conforming submission Capability and Experience (20%), Key Personnel, Delivery Organisational Structure and Subcontractors (10%), Service Delivery Model and Methodology (30%), Price (40%). The evaluation was conducted through VendorPanel Multiparty.

Prices below are based on 56 users / 12 months.

The evaluation was conducted in accordance with the published criteria and weightings.

Table 3 Weighted evaluation results

Supplier	Tendered Price	Capability and Experience 20%	Key Personnel, Delivery Organisational Structure and Subcontractors 10%	Service Delivery Model and Methodology 30%	Price 40%	Overall score
Redd Digital Services Pty Ltd	$88,704.00 GST Inc.	16	8	24	**40**	88/100
	$80,640.00 GST Exc.					
Fourier Technologies Pty Ltd	$100,503.70 GST Inc.	16	7	21	35.3	79.3/100
	$91,367.00 GST Exc.					
Telstra Limited	$117,854.00 GST Inc.	14	7	24	30.1	75.1/100
	$107,140.00 GST Exc.					
Centorrino Technologies Pty Ltd	$128,450.30 GST Inc.	16	7	24	27.6	74.6/100
	$116,773.00 GST Exc.					
Roberts and Morrow Technology Unit Trust	$124,488.10 GST Inc.	16	7	21	28.5	72.5/100
	$113,171.00 GST Exc.					
The Trustee for Specht Family Trust	$99,000.00 GST Inc.	15	5	18	35.8	73.8/100
	$90,000.00 GST Exc.					
Bendigo Telco	$136,884.00 GST Inc.	14	7	21	25.9	67.9/100
	$124,440.00 GST Exc.					

Supplier	Tendered Price	Capability and Experience 20%	Key Personnel, Delivery Organisational Structure and Subcontractors 10%	Service Delivery Model and Methodology 30%	Price 40%	Overall score
Thinkex Holdings Pty Ltd	$144,020.80 GST Inc. $130,928.00 GST Exc.	14	7	21	24.6	66.6/100
Technocrew Pty Ltd	$123,025.10 GST Inc. $111,841.00 GST Exc.	10	6	21	28.8	65.8/100
Velvet Systems	$131,629.30 GST Inc. $119,663.00 GST Exc.	12	6	18	27	63/100
Data Box Pty Ltd	$161,729.70 GST Inc. $147,027.00 GST Exc.	14	6	21	21.9	62.9/100
Teckonnect Pty Ltd	$160,710.00 GST Inc. $146,100.00 GST Exc.	12	7	21	22.1	62.1/100
CICS Pty Ltd	$82,478.00 GST Inc. $74,980.00 GST Exc.	14	7	18	21.3	60.3/100
Queensland Computers	$199,867.80 GST Inc. $181,698.00 GST Exc.	16	7	21	17.8	61.8/100
SureBridge Pty Ltd trading as Intuit Technologies Pty Ltd	$171,999.30 GST Inc. $156,363.00 GST Exc.	14	7	18	20.6	59.6/100
Sentrian Pty Ltd	$187,973.50 GST Inc. $170,885.00 GST Exc.	14	7	21	18.9	60.9/100
Packaged IT Services Pty Ltd	$198,752.40 GST Inc. $180.684.00 GST Exc.	12	6	21	17.9	56.9/100
Mangano It Pty Ltd	$275,754.90 GST Inc. $247,959.00 GST Exc.	14	7	24	13	58/100
Canary Technology Solutions Pty Limited	$164,485.20 GST Inc. $149,532.00 GST Exc.	12	6	18	21.6	57.6/100
Aliva Pty Ltd	$167,842.40 GST Inc. $152,584.00 GST Exc.	12	6	18	21.1	57.1/100
Truis Pty Ltd	$187,866.80 GST Inc. $170,788.00 GST Exc.	12	5	18	18.9	53.9/100

Supplier	Tendered Price	Capability and Experience 20%	Key Personnel, Delivery Organisational Structure and Subcontractors 10%	Service Delivery Model and Methodology 30%	Price 40%	Overall score
Go Computer Company Pty Ltd	$217,020.10 GST Inc.	12	7	18	16.3	53.3/100
	$197,291.00 GST Exc.					
Professional PC Support Pty Ltd t/a XL2	$188,865.60 GST Inc.	12	5	18	18.8	53.8/100
	$171,696.00 GST Exc.					
Leviathan Enterprises Pty Ltd T/a Freedom IT	$179,836.80 GST Inc.	10	5	18	19.7	52.7/100
	$163,488.00 GST Exc.					
Xcelit Pty Ltd	$193,232.60 GST Inc.	12	6	18	18.4	54.4/100
	$175,666.00 GST Exc.					
Schepisi Communications Pty Ltd trading as dop™	$224,320.80 GST Inc.	12	6	18	15.8	51.8/100
	$203,928.00 GST Exc.					
Xaana Pty Ltd	$268,697.00 GST Inc.	10	6	18	13.2	47.2/100
	$244,270.00 GST Exc.					
WorkDash Pty Ltd	$248,270.00 GST Inc.	10	5	15	14.3	44.3/100
	$225,700.00 GST Exc.					
Netra IT Pty Ltd	$824,422.50 GST Inc.	10	5	15	4.3	34.3/100
	$749,475.00 GST Exc.					
Series One Pty Ltd	$868,582.00 GST Inc.	8	5	12	4.1	29.1/100
	$789,620.00 GST Exc.					

CONSULTATION (Internal/External)

Acting Chief Executive Officer

Director of Corporate Services

Deputy Director of Corporate Services

ICT Officer

Procurement Supervisor

Principal Advisor (External – Peak Services)

INTERESTED PARTIES

- Redd Digital Services Pty Ltd
- Fourier Technologies Pty Ltd
- CICS Pty Ltd
- Centorrino Technologies Pty Ltd

- Telstra Limited
- Roberts and Morrow Technology Unit Trust
- The Trustee for Specht Family Trust
- Bendigo Telco
- THINKEX HOLDINGS PTY LTD
- Technocrew Pty Ltd
- Velvet Systems
- Data Box Pty Ltd
- Teckonnect Pty Ltd
- Queensland Computers
- SureBridge Pty Ltd trading as Intuit Technologies Pty Ltd
- Sentrian Pty Ltd
- Packaged IT Services Pty Ltd
- Mangano It Pty Ltd
- Canary Technology Solutions Pty Limited
- Aliva Pty Ltd
- Truis Pty Ltd
- Go Computer Company Pty Ltd
- Professional PC Support Pty Ltd t/a XL2
- Leviathan Enterprises Pty Ltd T/a Freedom IT
- Xcelit Pty Ltd
- Schepisi Communications Pty Ltd trading as dop™
- Xaana Pty Ltd
- WorkDash Pty Ltd
- Netra IT Pty Ltd
- Nityo Infotech Pty. Ltd
- Series One Pty Ltd
- Evonsys Pty Ltd
- PIT - Solutions IT

Note: The identification of interested parties is provided on a best endeavours basis by Council Officers and may not be exhaustive.

LEGISLATION / LEGAL IMPLICATIONS

s 104(3) of the *Local Government Act 2009* (Qld) — sound contracting principles

Section 104(1) of the *Local Government Act 2009* requires Council to maintain a financial management system that has regard to the sound contracting principles when entering into a contract for the supply of goods or services. Section 104(3) identifies those principles as: value for money; open and effective competition; the development of competitive local business and industry; environmental protection; and ethical behaviour and fair dealing.

This procurement demonstrates compliance with each applicable principle as follows.

Value for money. The weighted evaluation assessed price at 40%, capability and experience at 20%, service delivery model and methodology at 30%, and key personnel and subcontractors at 10%. Redd Digital Services Pty Ltd achieved the highest overall score of 88/100 and submitted the lowest conforming price of $80,640.00 excluding GST per annum. The preferred tenderer offers the best available balance of price, technical capability, cybersecurity expertise, service reliability, and ability to sustain Council's ICT environment over the contract term.

Open and effective competition. Council conducted an open public tender via VendorPanel. The invitation was publicly advertised and open to all eligible suppliers. Thirty-three responses were received; 30 were conforming and evaluated. The process provided all suppliers a genuine and equal opportunity to compete.

Development of competitive local business and industry. The tender was open to all suppliers including local and regional businesses. No local or regional suppliers submitted conforming responses. Council notes this outcome and is satisfied that the open process gave local businesses a full opportunity to participate.

Environmental protection. The services being procured are managed ICT services. No material environmental impacts arise from this contract. This principle does not impose any specific obligation on this decision.

Ethical behaviour and fair dealing. The evaluation was conducted through VendorPanel Multiparty using published criteria and weightings applied consistently to all conforming submissions. Conflict of interest declarations were completed by all evaluation panel members prior to evaluation. Records are on file.

Section 104(8) of the *Local Government Act 2009* (Qld) confirms that s 104(1)(a) does not require equal consideration to be given to each sound contracting principle. Council has applied each principle proportionate to its relevance to this decision.

s 228 of the *Local Government Regulation 2012* (Qld) — large-sized contract tender

The estimated contract value over the maximum term (three years plus two one-year extensions) exceeds the large-sized contract threshold under Council's Procurement Policy F.05. Section 228 of the *Local Government Regulation 2012* (Qld) required Council to invite tenders by public invitation. Council complied by publishing an open tender via VendorPanel from 15 September 2026 to 2:00 PM on 6 October 2026, open to all eligible suppliers, with the invitation publicly available throughout the tender period.

s 254H of the *Local Government Regulation 2012* (Qld) — decision inconsistent with officer advice

If Council makes a decision inconsistent with the officer recommendation, and the contract value exceeds the greater of $200,000 excluding GST or 1% of Council's net rate and utility charges, the minutes must include a statement of reasons. For reference, 1% of Council's net rate and utility charges as stated in the 2024/25 Annual Report is $59,606.70. The $200,000 threshold is the operative trigger for this contract. If Council resolves contrary to this recommendation, the minutes must record the reasons.

POLICY IMPLICATIONS

Procurement Policy F.05 adopted 1 July 2026, resolution number QSC114-06-26.

FINANCIAL AND RESOURCE IMPLICATIONS

The award of the Managed Services Provider (MSP) contract to the preferred tenderer will ensure continuity of Information and Communications Technology (ICT) services support ahead of the planned cessation of Council's current provider in December 2026. The transition is expected to minimise service disruption and maintain the security, availability, and performance of Council's ICT environment.

The contract will be funded from Council's approved operational ICT budget (G/L 2120-2220-0000). Through a competitive tender process, the preferred tenderer demonstrated the best overall value

for money, providing the most advantageous balance of price, technical capability, service delivery capacity, cybersecurity expertise, responsiveness, and ability to support Council's operational requirements over the term of the contract. Any one-off transition or implementation costs will be accommodated within existing budget allocations or considered through a future budget review if required.

The contract will provide greater cost certainty through clearly defined service levels, performance measures, and pricing arrangements, while mitigating the operational and financial risks associated with the change in provider.

ASSET MANAGEMENT IMPLICATIONS

Council will retain ownership of all ICT infrastructure, data and associated digital assets. The successful tenderer will be responsible for their ongoing management, monitoring and support in accordance with contractual requirements and relevant standards. The transition also presents an opportunity to strengthen ICT governance, asset management practices, cybersecurity controls and system documentation.

Overall, the proposed contract is not expected to have any material adverse financial or asset management impacts and will support the ongoing reliability, security and effective management of Council's ICT assets and services

RISK MANAGEMENT IMPLICATIONS

Council will manage risks associated with this project in accordance with the G.11 Enterprise Risk Management Policy and the G.11-A Risk Management Framework.

Key risks have been identified, assessed, and documented, with existing controls applied to reduce the likelihood and impact of adverse outcomes. Risk management activities will continue throughout the procurement and delivery phases to ensure risks remain within Council’s approved risk appetite.

Risk Name and Description	Current Controls	Impacts	Risk Assessment			Risk Treatment
			Likelihood	Consequence	Risk Rating	
Can’t meet the timeline for continuity from exiting incumbent supplier	Prioritised procurement plan	Gap in MSP service	Possible	Moderate	High	Strict management of the procurement project against the timeline
No response to the tender	Review plan, amend, repost	Delay in commencement	Rare	Moderate	Medium	Ensuring planning of the request is adequate to promote attractiveness of the tender
Lack of availability of suppliers	Evaluation Criteria set to determine the ability of suppliers	Delays in meeting project commencement	Rare	Moderate	Medium	Conduct evaluation and market research ensuring suppliers availability to deliver
Conflict of interest	Conflict of interest checks/declaration in place requesting officer and evaluation team	Reputational risk, failure to act in the best interest of the entity and public sector, poor governance.	Unlikely	Moderate	Medium	Conduct all possible conflict of interest processes and procedures with documentation and sufficient records kept

HUMAN RIGHTS CONSIDERATION

Council is a public entity under the *Human Rights Act 2019* and is required under s 58(1) to act compatibly with human rights and, when making a decision, to give proper consideration to any human right that may be relevant to that decision.

In accordance with s 58(1)(b), Council has given proper consideration to the human rights that may be engaged by the decision to award T04 26-27. The following rights under the *Human Rights Act 2019* were identified as potentially relevant and considered.

Right to equality and non-discrimination (s 15). The tender process was conducted as an open public invitation with published criteria applied consistently to all 30 conforming respondents. No tenderer was treated differently on the basis of any personal attribute. The evaluation methodology and weightings were fixed and published before submissions closed. This right is not limited by this decision.

Right to property (s 26). Council retains ownership of all ICT infrastructure, data, and digital assets. The contract requires the successful tenderer to manage those assets on Council's behalf under defined contractual obligations. No property right of any person is limited by this decision.

No other rights under the *Human Rights Act 2019* are engaged by this decision. Awarding a commercial services contract through a competitive open tender process does not limit any human right. The decision is compatible with human rights within the meaning of s 8 of the *Human Rights Act 2019*.

6 LATE ITEMS