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Objective gives us maximised efficiency by tracking this information in one location that is **accessible council-wide**.  
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Terry Buss PSM, CEO, City of West Torrens

## Digital tendering process saves time and reduces costs for both council and tenderers.

**Setting a standard for digital work practices and improved collaboration with suppliers, the City of West Torrens Council (CWT) in Adelaide, South Australia, has streamlined the way it manages panel contract tendering and procurement, saving time, administration and costs along the way.**

Working with many panel contracts for the supply of services to its community, e.g. park maintenance, roadworks, building maintenance and more creates lengthy paper trails and administrative overhead.

Through workflow and secure external collaboration, CWT has dramatically reduced the administration and completely eliminated paper from the tendering process – from the request for tender, through to completion of works and the return of bank guarantees to suppliers.

Benefits to the council are far reaching.

**Transparency:** end to end visibility of the process shows who accessed documents and when, time stamps on responses submitted, notifications of

contract fulfilment and when to release bank guarantees.

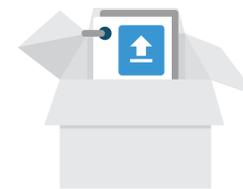
**Reduced Costs:** delays from manual tasks are removed, costs of scanning, printing and shipping large documents are eliminated – for both the council and its suppliers.

**Efficiency:** time spent on managing tender processes within the council is reduced. The process is faster and easier for suppliers too.

**Improved Collaboration:** between suppliers and council with two-way visibility of submissions, updates and responses.

**Risk:** single, digital source of audit information reduces occurrence and costs of investigating probity complaints.

**Reputation:** the council is perceived as a modern organisation, easy to do business with and delivering essential services to the community.



**Tender Box Removed**



**25,000 pages of paper saved each year**



**24hrs > 5mins**  
time it takes to make tenders available



**Improved Visibility**



**51 DAYS saved each year**  
managing tenders and processes



**100% digital tenders**