

Thank you for requesting feedback on the tender process as it demonstrates that someone is listening and is keen to make improvements or modifications as required. My only regret is that this service was not around at the time I needed to vet some concerns.

Over the years I have applied for tenders both state and federal and whilst I understand everybody has the right to tender and nobody should rely upon government contracts, I have for a long time felt, "Do the people behind these processes really care or have an understanding of the ramifications to small local businesses and the communities; especially in country areas?"

I ~~have~~ had a small taxi operation located in Strathalbyn.

Some time ago, I re-tendered for a school run for children with disabilities. Despite dropping my price from the previous tender of which we had, I still missed out on it to an outside of the area taxi service whom had to modify their plan of operation just so they could do the job.

The repercussions of this were, I had to cut staff and reduce the number of taxis in the area. The result was people, especially the aged, had to fend for themselves just because an outside competitor picked the eyes out of what underpinned a vital local service. FYI the outside competitor had no interest in servicing the local community, just the \$ the tender delivered and the local community suffered for this.

Similarly some 18 months ago our competitor in Murray Bridge ( of which I also have a service locate there) folded. Whilst they were fighting for survival they invited outside taxi services into the area to take on some of their runs just so they could try to stay afloat. Some such runs were tendered school runs.

Amazingly enough these runs were not re-tendered at the time but just allowed to be rolled over to these new outside services. At least this time these taxis had cameras in them which was something not complied with by the previous operator despite attention being drawn to this to the relevant government department, but yet mandatory to have these runs.

Anyway the new result is now another taxi service in town kick started with the underpinning of a government contract because it was just easy for a government department to do nothing.

Anyway, whilst Im blowing off steam and nothing will ever be done about the past, I'd like to put forward to you that having empathy, an understating of the ramifications especially in country areas and holding contractors to account can have serious consequences to small business and local communities.

I hope somehow these factors can also be taken into consideration when looking at tenders as there is also the human element behind decisions.

Again, I thank you for the opportunity to provide feedback as i don't believe what has happened to me and that of a local regional community would be on anybody's radar.

Happy to discuss.

Kind regards

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