

26<sup>th</sup> June 2009



Dear Contractor

**RE: Change in Contractor Compliance Management**

At the City of Greater Dandenong we are continually revising our business practices in order to meet our Statutory and Client compliance obligations by way of adopting Risk Management Principles.

As part of this review, we are changing the way we monitor and track our compliance requirements expected of our contractors.

We have entered into an agreement with Ipro Solutions Pty Ltd who will now provide use of their service called Ipro LiVe to enable all contractors of the City of Greater Dandenong to enter your compliance requirements with their web portal called Ipro LiVe.

Ipro LiVe is accessible 24 hours a day enabling you to enter information at a time convenient to you.

Effective from 1/07/2009 you will be required to register on-line for any future City of Greater Dandenong Tenders by going to [www.iprolive.com](http://www.iprolive.com) and clicking on the New User option in the Contractor / Supplier Login of the Web Page.

By entering the required details, a user name and password will be automatically forwarded to your email address and you will need to make the required payment in order to commence use of the system.

Payment is made by using PayPal the world's leading secure internet payment system, bank transfer or Bpay.

The cost to join Ipro LiVe is either \$550.00 per annum including GST or \$275.00 per annum including GST depending on your organisational size and structure.

Once you have completed the registration and made payment you will be able to access and view the help on the use of the system.

If you have already registered with Ipro LiVe, no further fees are payable and you can attach to the City of Greater Dandenong by going to the Client & Conditions option on your main view page once you have logged into Ipro LiVe using your username and password previously used.

Once you select the Clients & Conditions option, you can then select City of Greater Dandenong from the drop-down list in **Add New Client/Region/Industry Association** and then make the appropriate selection in the Client Option listing with your region and industry association.

This new process will assist both you and us in reducing and managing risk. You will receive automatic reminders and assistance in meeting our compliance requirements. You may also, use your compliance data with 9 other customers free of charge to which you provide services. This is included in the annual subscription amount payable.

Enclosed is an outline of the benefits of using the Ipro LiVe system and we trust that you will agree that the benefits for you are many.

Please note that if you are intending to respond to a current tender opportunity, you will have 14 days to register with Ipro LiVe and obtain certification, as our new policy is that we may only use those contractors and suppliers who meet our Compliance and Risk Management Principles as outlined above.

If you have any questions please call Ipro LiVe Customer Service on 1300 IPRO LIVE or (03) 92395162

Kind Regards

Mike Lakeland  
Manager, Organisational Sustainability