

8 June 2026

File Ref: OIAPR-1274023063-50359

Miss M Quicken

By email: [fyi-request-34667-b39da211@requests.fyi.org.nz](mailto:fyi-request-34667-b39da211@requests.fyi.org.nz)

Tēnā koe Miss Quicken

### **Request for information 2026-203**

I refer to your request for information dated 9 May 2026, which was received by Greater Wellington Regional Council (Greater Wellington) on 9 May 2026. You have requested the following in regards to Wellington Bus and Rail Signage Contract & KPIs:

*“Dear Wellington Regional Council,*

*This was 10yr exclusive single-provider contract worth \$8.4 M of maintenance services.*

*I am wondering from procurement research perspective,*

*Why GWRC is not using a panel of suppliers for sign writing instead of using a single exclusive provider and for such a long time?*

*Please provide:*

*A) The RFP that resulted into the contract*

*B) The contract*

*C) The associated procurement plan*

*I wonder what does the council actually get for the \$8.4M here.*

*Does this buy dedicated human resources exclusively working to install & maintain the signs?*

*In that case why did the GWRC chose to outsource this instead of employ directly given such long period contract where this could be seen as core function of the council?*

*And single commercial provider for all of it?”*

### **Greater Wellington’s response follows:**

Your request has been assessed under the Local Government Official Information and Meetings Act 1987 (the Act).

***Why GWRC is not using a panel of suppliers for sign writing instead of using a single exclusive provider and for such a long time?***

Greater Wellington considered different delivery models during the procurement process. A single supplier was selected as it was assessed as providing the best overall value for money and operational efficiency for the services required.

Appointing a single supplier enables clear accountability, consistent quality, streamlined contract management, and reduced administrative overhead compared with managing multiple suppliers. It also allows the provider to invest in the necessary capability, systems, and equipment to deliver the full scope of services efficiently over the term of the contract. Based on market engagement, Greater Wellington was satisfied that there was sufficient supplier capability to support a competitive process and that a single-supplier model would best meet service, risk, and cost objectives.

***a. The RFP that resulted into the contract***

Please refer to **attachments 1-2** which contains the Signage RFP our requirements form, and the RFP response form.

***b. The contract***

Please refer to **attachment 3**.

We have withheld personal information relating to signatures of our staff and staff from Dzine Signs and the names, titles, phone numbers, and email address' of staff from Dzine signs under section 7(2)(a) of the Act in order to protect the privacy of natural persons, including that of deceased natural persons.

We have also withheld proprietary information, recipes and techniques that form part of Dzine Signs Intellectual Property, and the cost of the services under section 7(2)(b)(ii) of the Act as the release of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information

When withholding information under these sections we are required to consider the public interest in the release of the information. We have considered this and do not believe that the public interest outweighs our decision to withhold the information.

Where we have made redactions, we have indicated what section these have been made under on the documents.

**c. The associated procurement plan**

Please refer to **attachment 4** which contains a copy of the procurement plan.

We have withheld signatures of our staff and external organisations staff, and the names and titles of external organisation staff under section 7(2)(a) of the Act in order to protect the privacy of natural persons, including that of deceased natural persons.

We have also withheld information relating to Greater Wellington budgets and the estimated cost of the services under section 7(2)(b)(ii) of the Act as the release of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information

When withholding information under these sections we are required to consider the public interest in the release of the information. We have considered this and do not believe that the public interest outweighs our decision to withhold the information.

Where we have made redactions, we have indicated what section these have been made under on the documents.

***I wonder what does the council actually get for the \$8.4M here***

Greater Wellington established an estimate, based on historic spending, for a five-year term and multiplied this twice to get a 10 year. This contract covers all of Greater Wellington's signage needs.

This includes all signage requirements for Metlink (bus, rail & ferry use cases), regional parks, environmental and all other associated signage needs.

***Does this buy dedicated human resources exclusively working to install & maintain the signs?***

No.

***In that case why did the GWRC chose to outsource this instead of employ directly given such long period contract where this could be seen as core function of the council?***

Establishing and maintaining this capability inhouse would require significant upfront investment in plant, systems, and specialised staff, as well as ongoing costs regardless of workload. Outsourcing provides greater flexibility to respond to changing service requirements and ensures access to established industry capability, processes, and technology.

On this basis, Greater Wellington considered that outsourcing the service would achieve better value for money, reduce operational risk, and ensure consistent delivery standards, and that these activities are more effectively delivered by a specialist supplier rather than as a core in-house function.

***And single commercial provider for all of it?***

As mentioned above the single supplier was selected as it was assessed as providing the best overall value for money and operational efficiency for the services required.

The contract also includes standard commercial provisions that allow Greater Wellington to manage performance and risk, including review points and the ability to take corrective action or terminate the agreement if service levels are not met. These mechanisms ensure that, while a single provider delivers the services, Greater Wellington retains appropriate oversight and control throughout the term of the contract.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



**Fiona Abbott**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink (Acting)