RFT Part D – Tenderer’s Response

Tender document
All responses must be provided within the specified boxes and must respond to the Specification (Part B) and Proposed Contract (Part C) in accordance with the Conditions of Tendering (Part A).

Tenderer must complete all sections. Do not include graphics or data in responses. Where necessary, any graphics or data should be placed at the end of the documents and referred to in the response.

Include the name of the Tenderer in the footer of the Tender.

Request for Tender (RFT) for Operation of Café and Canteen

I/we accept the provisions contained in the Conditions of Tendering.

<table>
<thead>
<tr>
<th>Name:</th>
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<table>
<thead>
<tr>
<th>Title:</th>
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</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Signature of Tenderer’s Authorised Officer:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

1 Tenderer’s Information

 Registered name and registered address:

 Place of registration:

 Years operating under registered name:

 Australian Company Number (or equivalent):

 Australian Business Number (or equivalent):

 Principal office in Victoria (if any):

 Currently registered for GST (Yes or No):

 Number of FTEs currently employed:

 Telephone:

 Facsimile:

 Email:

 Name and title of Tenderer’s authorised agent:

 Date:
## 2 Executive summary

Provide a brief executive summary providing an overview of the Tender.

## 3 Compliance with the Specification

A Tenderer must provide a tabulated statement showing clearly, and in order of the relevant sections, its level of compliance with Part B (Specification). Refer section 7.1, Part A (Conditions of Tender) for further instructions.

**Note:** No response is required in respect of a particular section of the Specification where a Tenderer will comply with that section.

<table>
<thead>
<tr>
<th>Section</th>
<th>Compliance Statement</th>
<th>Explanation / Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Note to Tenderers:</strong> The cells in this column need to state one of the following: <strong>Will comply subject to conditions</strong>; or <strong>Will not comply</strong>. <strong>Remove this note when you prepare your Tender</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Where the statement in column 2 is “Will comply subject to conditions”, Tenderers should state in this column 3 the applicable conditions and the reason why those conditions are applicable. Where the statement in column 2 is “Will not comply” Tenderers should state in this column 3 the reasons for such non-compliance. In both cases, the nature and extent of non-compliance must be clearly stated. <strong>Remove this note when you prepare your Tender</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Alternative Tender

Where a Tenderer also submits an Alternative Tender, it must include any supplementary material, together with associated prices, which demonstrates in detail that such an alternative will fully achieve and/or exceed all the specified outputs or functional and performance requirements together with references as to why the additional features may be advantageous. The details should be cross referenced to the appropriate clause number in the Specification.

Word limit – [250] words

## 4 Capability

### Knowledge of and experience in the industry:

Provide details of your organisation’s knowledge and experience in the industry, as it applies to the operation of a school canteen and community café.

Word limit – [250] words

### Infrastructure and other support

Provide details of your organisation (and location) and support which will be used to provide the requirement.

Word limit – [250] words
### 4 Capability (Cont.)

**Staff resources**
Provide a brief curriculum vitae for each member of staff you are proposing for the work including details of qualifications, experience and skills.
Word limit – [250] words

**Methodology**
(a) Provide details of the methodology you propose to use to provide the Services.
Word limit – [250] words

(b) Provide details of the proposed planning arrangements to be implemented in the provision of the Services, in particular meeting deadlines.
Word limit – [250] words

### 5 Past Performance and Current Work

**Previous and current work**
(a) Detail previous work related to the requirements detailed in the Specification.
Word limit – [250] words

(b) Detail current work related to the requirements detailed in the Specification.
Word limit – [250] words

(c) Briefly detail all previous public sector experience in the past three years as it relates to the requirements detailed in the Specification.
Word limit – [250] words

**References**
Provide three referees that the College could contact regarding your ability to provide to the Services required under the Specification.

*Note: The College reserves the right to contact any of the Tenderer's previous customers.*

**Related Tenderers**
Provide details of any other Tenderer that is a related body corporate of the Tenderer.
# 6 Quality system for deliverables

(a) Does your organisation have a certified Quality Management System?  
If YES, to which standard are you accredited?

(b) If you are not currently certified, are you in the process of achieving certification?  
If YES:  
- To which standard?  
- When did you commence?  
- Targeted date for completion?  
- Accreditation body being used?

(c) If you are not in the process of achieving certification, provide details of how you intend to ensure that the Services meet the client’s requirements and industry standards for quality.  
Word limit – [250] words

(d) If required, are you prepared to undergo a quality assessment by the College or its representatives?  
Word limit – [250] words

# 7 Customer service

**Customer Service Plan**  
The College requires some indication of the level of customer service you would offer. Provide details of the Customer Service Plan you would undertake for this contract.

What methods will you employ to gather end user feedback?  

What strategies will be used to ensure continuous improvement for the service?  

What other customer service orientated proposals do you have which will enhance your bid?  

Word limit - [250] words
### 7 Customer service (Cont.)

**Benchmarking**

Provide details of what you consider to be appropriate performance measures and benchmarks.

<table>
<thead>
<tr>
<th>Transition</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) <strong>Transition In Plan</strong></td>
</tr>
<tr>
<td>Provide a Transition In Plan identifying the tasks and responsibilities attributed to the Tenderer and to the College. Word limit – [250] words</td>
</tr>
<tr>
<td>(b) <strong>Transition Out Plan</strong></td>
</tr>
<tr>
<td>Provide a brief Transition Out Plan identifying the tasks and responsibilities attributed to the Tenderer and to the College. Word limit – [250] words</td>
</tr>
</tbody>
</table>

### 8 Strategic

| (a) **Provide details of the location of your head office and any networking facilities which you believe may support your ability to perform the contract at a high level.** Word limit – [250] words |
| (b) **State details of any non-metropolitan Victoria based offices within your organisation, (or affiliated companies, if any) that could service regional requirements.** Word limit – [250] words |

### 9 Innovation

| (a) **State your involvement in activities which involve the use of leading technologies, innovative solutions and best practice that have resulted in “value for money” improvements.** Word limit – [250] words |
## 10 Financial viability

Tenderers are required to demonstrate that they have the financial capacity to provide, over the term of the contract, all the requirements specified in this RFT. Accordingly, you are required to provide the following information. If the answer to any of the following questions is "yes", provide an explanation.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Are there any significant events, matters or circumstances which have arisen since the end of the last financial year which may significantly affect the operations of the Tenderer?</td>
<td></td>
</tr>
<tr>
<td>(b) Are there any mergers/acquisitions either recent (within the past 12 months) or which are imminent?</td>
<td></td>
</tr>
<tr>
<td>(c) Are there any proceedings, either actual or threatened, against the Tenderer, its parent or associated entities or any director of the Tenderer, its parent or associated entities or have there been any such proceedings within the past five years? If so, what (if any) remedial action has been taken in respect of such proceedings?</td>
<td></td>
</tr>
<tr>
<td>(d) Are there any bankruptcy actions against a director of the Tenderer, its parent or associated entities, or has there been within the past five years?</td>
<td></td>
</tr>
<tr>
<td>(e) Are there any de-registration actions against the Tenderer, its parent or associated entities on foot, or have there been any within the past five years?</td>
<td></td>
</tr>
<tr>
<td>(f) Are there any insolvency proceedings, actual or threatened (including voluntary administration, application to wind up, or other like action) against the Tenderer, its parent or associated entities on foot, or have there been any within the past five years?</td>
<td></td>
</tr>
<tr>
<td>(g) Is the Tenderer, its parent or associated entities currently in default of any agreement, contract, order or award that would or would be likely to adversely affect the financial capacity of the Tenderer to provide the Services contemplated by this RFT?</td>
<td></td>
</tr>
<tr>
<td>(h) Are there any other factors which could adversely impact on the financial ability of the Tenderer to successfully perform the obligations contemplated by this RFT?</td>
<td></td>
</tr>
<tr>
<td>(i) Is the Tenderer solvent and able to meet its debts as and when they fall due in the normal course of business?</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the information required above, Tenderers are required to undertake to provide to the College upon request all such information as the College reasonably requires to satisfy itself that Tenderers are financially viable and have the financial capability to provide the Services for which they are tendering and to otherwise meet their obligations under the Proposed Contract.

Provide your undertaking to comply with this request.
11 Risk and insurance

**Schedule of insurance information**

Provide details of all relevant insurances maintained by the Tenderer including:

- Public and product liability
- Professional indemnity
- Workcover

Name of insurance companies:

Policy type (e.g. public liability, professional indemnity, etc):

Policy number(s):

Expiry dates:

Limit of liability:

Relevant exclusions:

**Risk management strategies**

Provide details of all risk management strategies and practices of the Tenderer that would be applicable or relevant in the context of the supply of the Services.

**Occupational Health and Safety (OH&S)**

Provide a copy OH&S policies in place that meet the Victorian legislative requirements for your particular industry?

12 Compliance with the Proposed Contract

A Tenderer must provide a tabulated statement showing clearly, and in order of the relevant clauses, its level of compliance with Part C (Proposed Contract). Refer section 7.2, Part A (Conditions of Tender) for further instructions.

**Note:** No response is required in respect of a particular clause of the Proposed Contract where a Tenderer will comply with that clause.

<table>
<thead>
<tr>
<th>Clause number</th>
<th>Compliance Statement [Note to Tenderers: The cells in this column need to state one of the following: Will comply subject to conditions; or Will not comply. Remove this note when you prepare your Tender.]</th>
<th>Explanation/Comment [Note to Tenderers: Where the statement in column 2 is “Will comply subject to conditions”, Tenderers should state in this column 3 the applicable conditions and the reason why those conditions are applicable. Where the statement in column 2 is “Will not comply” Tenderers should state in this column 3 the reasons for such non-compliance. In both cases, the nature and extent of non-compliance must be clearly stated, together with any amendments that would make the relevant clause acceptable to the Tenderer. Remove this note when you prepare your Tender.]</th>
</tr>
</thead>
</table>

13 Conflict of interest

Provide details of any interests, relationships or clients which may or do give rise to a conflict of interest and the area of expertise in which that conflict or potential conflict does or may arise and details of any strategy for preventing conflicts of interest.

Outline the processes you have in place to handle any future conflict of interest (actual or perceived).

14 Costings

Tenderers must quote all prices in the following format:

- the GST exclusive amount;
- the GST amount; and
- the total price including GST.

When a tender price involves instalment or periodic type payments, Tenderers must indicate the appropriate GST treatment for each instalment or payment according to the Australian Taxation Office attribution rules.
Amount of Tender

The Request for Tender may require the submission of a Lump Sum Price or of a price on some other basis. If the Request for Tender does so require then a price must be submitted on that basis. If the Request for Tender does not so require then Tenderers may submit either a Lump Sum Price or a price as described in the following parts of this Schedule. (Payments details have been provided by the College.)

<table>
<thead>
<tr>
<th>GST exclusive amount</th>
<th>GST amount</th>
<th>Total Tender price (including GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10,000.00 per annum</td>
<td>$1,000.00 per annum</td>
<td>$11,000.00 per annum</td>
</tr>
</tbody>
</table>

Words: (Total Tender price including GST)
Eleven Thousand Dollars - GST Inclusive (per annum)

The per annum fee set at $11,000 (incl. GST) will consist of: 1 payment @ $913.00 (GST Incl.) for the month of January and 11 monthly payments @ $917.00 (GST Incl.) for the months - February to December.

PLUS: Payment for the cost of utilities (water, electricity and gas) supplied to the Café and Kitchen area.

15 Environmental Sustainability

All goods and services have some impact on the environment through their production and provision or from their interface with the environment. Tenderers may be asked to demonstrate their commitment to improving the sustainability of their operations.

An environmental management assessment of a Tenderer may be conducted by the College.

<table>
<thead>
<tr>
<th>Sub Criteria</th>
<th>Tenderer's Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Does your organisation have an environmental policy?</td>
<td>☐ Yes - Attach Copy ☐ No - Go to 3 ☐ Under development (expected completion date <strong>/</strong>/__)</td>
</tr>
<tr>
<td>b) Does your organisation have an environmental management system?</td>
<td>☐ Yes - Certified or attach copy ☐ No - Go to 3 ☐ Under development (expected completion date <strong>/</strong>/__)</td>
</tr>
<tr>
<td>c) If the response was NO to 1 and/or 2:</td>
<td>☐ What approach is your organisation taking towards environmental issues?</td>
</tr>
<tr>
<td>d) Has your organisation undertaken any other initiatives in reducing your environmental impact?</td>
<td>☐</td>
</tr>
<tr>
<td>e) Has any form of enforcement action relating to the environment been taken against your organisation in the last 2 years and what remedial action was implemented?</td>
<td>☐</td>
</tr>
</tbody>
</table>

Word limit – [100] words

16 Any other matters

Detail any matters which have not been covered in previous sections, and you believe need to be taken into consideration when your Tender is evaluated.
**17 Disclosure of Contract Information**

The Conditions of Tender include a provision for disclosure of contract information (refer Attachment A to this Part D). Identify any information in your Tender which you consider falls within the following categories and which you consider should not be published.

(a) Trade secrets.

(b) Unreasonable disadvantage.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
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<tbody>
<tr>
<td>(a)</td>
<td>Trade secrets.</td>
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<td>(b)</td>
<td>Unreasonable disadvantage.</td>
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