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| RESPONSE DOCUMENT |
| RFx Description  RFx Number |

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All inquiries should be directed to;

Director Category Management

NSW Procurement

Services and Digital Innovation

NSW Department of Finance, Services and Innovation

McKell Building

2-24 Rawson Place

Sydney NSW 2000

Tel: 1800 679 289

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Request for [Tender/Quotation] Response

[This document is a guide only. RFx response documents must be structured around the specific procurement project objectives and align to statement of requirements contained in the RFx document. [Guide notes] have been included in this document to assist you in areas that will require you to formulate the text in accordance for the response.]

1. Introduction
   * 1. The information provided in this response will be used in the assessment of the Request for [Tender/Quotation]. Questions have been framed to ensure responses that are relevant to the selection criteria. Please provide attachments where necessary, clearly labelled and cross-referenced.
     2. References to “you” in this part means the Respondent and all responses given will be taken to be responses of the Respondent.

[1.1.3 and 1.1.4 apply only if supply schedules are used, delete these clauses supply schedules are not being used]

* + 1. The statement of requirements contains definitions of price-related terms which apply to this response and the supply schedule.
    2. Respondents should submit all the pricing information, warranty period information, delivery timeframe and invoice timing requested with their response by completing the supply schedule for the goods and/or services in the file attached to this RFx. It is a mandatory requirement that the completed supply schedule be submitted with the response.

1. Respondent identification details
   1. Respondent details

|  |  |
| --- | --- |
| **Contents supplied by supplier / company** | **Response** |
| Company Legal Entity Name |  |
| Company Trading Name |  |
| ABN |  |
| Registered Office Address |  |
| Postal Address |  |
| Respondent’s Name |  |
| Respondent’s Position |  |
| Respondent’s Contact Number |  |

* 1. Details of ownership
     1. If you are a company, please provide details of your ownership, that is, Australian, overseas, and name of each shareholder holding 20% or more of your issued share capital, paid-up capital and other relevant details.

ANSWER

* + 1. If you are a partnership, please provide a list of partners and details of the partnership financial arrangements.

ANSWER

* 1. Contracting as agent/trustee
     1. If appointed, do you intend to contract in your own right or as agent for some other entity or entities? If an agent, identify the principal who will be bound by the Deed of Agreement and any authority given by that principal to you to execute any such agreement as its agent.

ANSWER

* 1. Current legal proceedings
     1. Are you or any of your directors or close associates currently, or have you, or have your directors or close associates been at any time within the last five years, the subject of any or any pending:
        + 1. legal proceedings, including winding up or bankruptcy proceedings
          2. insolvency administrations or investigations
          3. investigations by ICAC or any other public body, including findings of dishonest, unfair and unconscionable conduct?

YES NO

* + 1. If “YES” Please supply full details below:

ANSWER

* 1. Addenda to this RFx after issue
     1. Are you aware of any addenda issued by the principal to this RFx after the issue of this RFx?

YES NO

* + 1. If the answer is “Yes”, indicate below whether you have read and allowed for the addenda in your response.

YES NO

* + 1. Please specify how many addenda have you read and allowed for in your response.

ANSWER

* + 1. It is the responsibility of the respondent in accordance with the RFx conditions to ensure that they are aware of all addenda issued during the [tender/quotation] period. Failure by the respondent to allow the addenda in their response may result in their response not being considered. Please attach any addenda issued during the Quotation period at this point along with your company's responses to same.
  1. Further information
     1. Provide below any further information you believe is relevant to your response, and cross-reference to any clauses of this RFx if applicable.

ANSWER

* 1. RFx validity period
     1. Indicate below any longer period for which your response will remain valid for acceptance from the deadline for lodgement of respondents.
        1. **Note:** The minimum validity period is six months from the closing date.

ANSWER

* 1. Supply of Australian Business Number
     1. If you do not currently have an ABN, state how and when you intend to obtain an ABN and register for GST.
        1. Note: Respondents that do not have an ABN cannot enter into an agreement with the principal.

ANSWER

* 1. Conflict of interests
     1. In lodging a response to this RFx, are you aware of any real or perceived conflict of interests (including any relevant relationships) existing, which require your disclosure.

YES NO

* + 1. If the answer is “Yes”, disclose the conflict of interest.

ANSWER

Pricing and related factors

* + - 1. [Guide note: This section should contain the core questions linked to the price criteria. Headings and questions can be structured in line with the evaluation criteria. The following criteria can be used if required or changed or deleted if not appropriate.]

1. Pricing
   1. Supply schedule
      1. [Insert supply schedule or reference to separate supply schedule file]
   2. Government discounts
      1. Respondents are encouraged to offer competitive prices through government discounts applied to the prices in the supply schedule. All government discounts are to be offered as percentage government discounts.
      2. The government discounts provided by the respondent are not to be decreased for the term of the agreement including [two] optional extension periods, unless a variation to the government discount is offered during the term of the agreement, as specified in the statement of requirements.

ANSWER

* 1. Bulk purchase discounts per order
     1. Indicate below whether you are willing to offer bulk purchase discounts for any order.

YES NO

* + 1. If “Yes”, indicate below the order values for which discounts would apply, the size of the discounts, and the conditions under which this discount will be given.

ANSWER

* 1. Volume discounts by period
     1. Indicate below whether you are willing to offer volume discounts in dollar value that will be provided to customers based on total expenditure levels (breakpoint) being reached by the customer on a aggregation by period.

YES NO

* + 1. If “Yes”, indicate below the expenditure values for which discounts would apply, the size of the discounts, the period of aggregation, and the conditions under which this discount will be given.

ANSWER

* 1. Other discounts/rebates
     1. Respondents are to indicate below whether they are willing to offer any other discounts or rebates.

ANSWER

* 1. Payment methods
     1. Bank deposit via an Electronic Funds Transfer (EFT) will be the preferred payment method, respondents are to indicate below if payment via EFT is not satisfactory.

ANSWER

Non Price Criteria

* + - 1. [Guide note: This section should contain the core questions linked to the non price criteria. Headings and questions can be structured in line with the evaluation criteria. The following criteria can be used if required or changed or deleted if not appropriate.]

1. Proposed methodology and approach
   * 1. Detail your proposed methodologies and approach in providing goods and/or services with regards to:
        + 1. quality assurance
          2. risk management
          3. staff supervision
          4. management of sub-contractors and staff
          5. stakeholder engagement
          6. liaison with other contractor/s
          7. cost containment
          8. security of information.

ANSWER

1. Fitness for purpose
   1. Quality assurance – If certification has been attained
      1. Indicate whether your company has attained certification under AS/NZS ISO 9001:2008 or is proceeding towards getting certification.

YES / NO

If “Yes”, provide additional information including timetable for attaining certification

ANSWER

1. Warranties
   * 1. Warranties, guarantees and servicing arrangements

Give full details of any warranties or guarantees relating to the goods and/or services offered over and above the minimum extent that is prescribed by the scheme and/or legislation, where applicable.

ANSWER

1. Delivery timeframe
   * 1. [Services] Please outline and detailed your proposed delivery plan including:
        + 1. approach and activities required to achieve each deliverable
          2. proposed timeline to meet each phase and delivery milestone.

ANSWER

* + 1. [Goods] The delivery timeframe is twenty-four (24) hours in metropolitan locations and forty-eight (48) hours in regional locations unless agreed with customers. Indicate in the whether you agree to meet the above delivery timeframe for each region to which you are appointed.

ANSWER

* 1. Material safety data sheets
     1. Advise if some or all of the goods being supplied have corresponding material safety data sheets. If some or all of the goods supplied have corresponding material safety data sheets you may be obliged to supply these if required for the term of the agreement.

ANSWER

* 1. Dangerous goods
     1. Advise if any of the goods offered are classified as dangerous goods under the Australian Code for the transport of dangerous goods by road or rail. For each such item, state the dangerous goods classification number and UN number.

ANSWER

1. Ordering, warehousing and delivery
   * 1. The capability and capacity of the proposed facilities and arrangements for receiving and processing customer orders and delivering items to customers are important criteria in the evaluation of responses.
     2. Respondents should fully describe and details their proposed supply chain facilities and processes. Include details of any strategic alliances or specific arrangements with suppliers or sub-contractors.
     3. Adequate information should be included to demonstrate your capability and capacity to service each Region for which you are providing a response.
        1. The response should at a minimum cover:
           1. location and size of facilities
           2. order receipt and processing
           3. warehousing and inventory and capability and capacity
           4. current stock levels at your warehouse/distribution centres
           5. order delivery, including details of truck fleet, use of couriers, etc.
           6. emergency or backup arrangements.
     4. Respondents should clearly identify which of the proposed facilities and processes currently exist and are operational, and which are proposed to be established.

ANSWER

* 1. Contract management capability
     1. Provide details of your proposed arrangement for managing the agreement. Include details of the qualifications and experience of key personnel to be involved in the management of the agreement.

ANSWER

* 1. Help desk access
     1. Advise any help desk numbers that cover the geographical area and help desk hours.

ANSWER

1. Capability and capacity
   * 1. A comprehensive response is required to the questions in this section that includes sufficient information to enable an evaluation of capability and capacity and specific proposals to service requirements under the agreement.
     2. Respondents that are responding for more than one region should ensure that they include sufficient information in their response to enable an evaluation of their capability and capacity to service each individual region for which they are submitting a response.
     3. Where dealers or sub-contractors are proposed to be used, sufficient detail should be included in the response to questions to enable an evaluation of their role, capability and capacity.
   1. Years in business
      1. State the number of years you have been in business under your present constituted form.

ANSWER

* 1. Financial reports
     1. During the course of the evaluation process, it may be required that you submit a copy of your last three (3) annual financial reports to the principal if so directed, in order to conduct financial analysis on behalf of the principal. Indicate below whether you will provide these reports if required.

YES NO

* + 1. If “No”, comment below.

ANSWER

* 1. Schedule of nominated staff, qualifications and experience and/or proposed sub-contractors
     1. [Services Only] List of personnel to provide the services, including details of skills and experience.

|  |  |  |
| --- | --- | --- |
| **Name** | **Skills** | **Years of  Experience** |
|  |  |  |
|  |  |  |
|  |  |  |

* + 1. If any part of the goods and/or services are delivered through a sub-contractor, details of each sub-contractor/ distributor/dealer/retailer must be provided. Will sub-contractors be used to provide any goods and/or service in this response?

YES NO

* + 1. If “YES”, for each nominated sub-contractor, provide details of their:
       - 1. name, address and ABN
         2. legal status (e.g. company, partnership, individual)
         3. proposed role
         4. experience and qualifications in the provision of similar goods and/or services.

ANSWER

* 1. Implementation plan
     1. Provide an implementation plan detailing the activities proposed to be undertaken between award of the contract and the commencement of the agreement. Include a timeline for the key activities.

ANSWER

* 1. Other comments on capacity or ability to perform the agreement
     1. State here any other details you may wish to add. Please also address your capacity to provide the order and/or perform the services in the context of the current commitments of your organisation.

ANSWER

1. Previous comparable contract experience and standard of performance
   1. Previous contract experience
      1. Provide details of any previous experience with a comparable principal in the successful provision of goods and/or services on a similar scale to the requirement that you have been involved in during the past four years in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Description of Goods and/or Services Provided** | **Start Date** | **End Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 1. Referees
     1. Please provide three (3) names and contact details of current customers

ANSWER

Policy, Legislation and Compliance

1. Compliance with policy
   1. NSW Procurement Policy Framework
      1. The [NSW Procurement Policy Framework](http://www.procurepoint.nsw.gov.au/policy-and-reform/nsw-procurement-board/nsw-government-procurement-policy-framework) is can be viewed and downloaded from the [ProcurePoint](http://www.procurepoint.nsw.gov.au/) website.
      2. Respondents must comply with the NSW Procurement Policy Framework and agree to provide periodic evidence of compliance with the NSW Procurement Policy Framework and access to all relevant information to demonstrate compliance for the duration of any agreement that may be awarded. Will you comply with the NSW Procurement Policy Framework and the requirements imposed by it?

YES NO

* 1. Small and medium enterprises participation plan
     + 1. [Guide Note: SMEPP is not required at the establishment of a standing offer, however, after the establishment of a panel of suppliers and a procurement of $10 million or more is to take place under that panel contract then the supplier should be asked by the customer to provide a SMEPP]
     1. Under the NSW Government’s [Small and Medium Enterprises Policy Framework](http://www.procurepoint.nsw.gov.au/policy-and-reform/goods-and-services/small-and-medium-enterprises-policy-framework), respondents must prepare a Small and Medium Enterprises Participation Plan (SMEPP) for contracts valued at $10 million and above.
     2. Respondents must show how their response will support local industry in preparing SMEPP. This includes jobs, skills and capability development.
     3. Small and medium enterprises in the policy framework are defined as small and medium enterprises from NSW, other States and Territories of Australia or New Zealand, with up to 200 full time equivalent employees.
     4. All respondents are required to complete a SMEPP that includes quantitative information on employment, investment and other impacts and comments on SME involvement in supply chains. The responses provided by a respondent in a completed SMEPP will be considered in the evaluation of a respondents capability to meet the SME participation criteria.
     5. The SMEPP submitted will, if the response is accepted, be incorporated in the agreement made at the conclusion of the RFx process.
  2. Workplace Health and Safety
     1. Do you currently comply with your Workplace Health and Safety statutory obligations?

YES NO

* 1. Sustainable procurement

Do you agree to comply with the NSW Government’s sustainable procurement objectives?   
Refer to the following hyperlink:  
<http://www.apcc.gov.au/ALLAPCC/APCC%20PUB_ANZ%20Government%20Framework%20for%20Sustainable%20Procurement%20-%20Sept%202007.pdf>

YES / NO

* 1. Electronic commerce ‘NSWBuy’
     1. Do you agree to comply with the NSWBuy® requirements shown in the [head agreement/order form] and in performing the customer contract?

YES NO

* + 1. If **“No”**, provide details.

ANSWER

1. Compliance with relevant legislation and standards
   1. Legislation and standards
      1. Do the goods and/or services offered comply with relevant legislation and standards?

YES NO

* + 1. Will you, during the currency of the agreement, continue to maintain compliance of the goods and/or services offered, with relevant legislation and standards?

YES NO

* 1. Worst forms of child labour
     1. Australia is a member of the International Labour Organisation (ILO) and has ratified the Worst Forms of Child Labour Convention, 1999 (ILO Convention 182) which requires each signatory to take effective measures to eliminate the worst forms of child labour, including the trafficking of children and the prevention of the use of child labour within each member country.
     2. Have any of your goods and/or services been produced using 'the worst forms of child labour' as defined under ILO Convention 182?

YES NO

1. Compliance with statement of requirements
   1. Does your response fully comply with the statement of requirements of this RFx?

YES NO

* + 1. If “No”, a full statement of deviations must be given, specifying the relevant clause/s or goods and/or services and the extent of non-compliance to each:

ANSWER

1. Compliance with proposed agreement
   1. Do you agree to be bound by all the conditions contained in the Head Agreement and Customer Contract?

YES NO

* + 1. Please list the insurances you currently hold, the respective amount (or limit of liability) for each insurance policy and their expiry dates.

ANSWER

1. Acknowledgement and confirmation of RFx
   1. Question
      1. In submitting a response to this RFx, do you acknowledge and accept that electronic submission in accordance with the requirements of the RFx and any conditions of the NSW Department of Finance, Services and Innovations tenders website is sufficient to verify and affirm that this is your response to supply the goods and/or services at the prices quoted on the conditions contained in the Deed of Agreement, except as expressly amended in your RFx response and that the information contained in your response is correct?
      2. Not that such acknowledgement and acceptance is a necessary prerequisite to consideration of your quotation response.
   2. PRINT NAME AND TITLE

NAME:

TITLE:

DATE:

master Supply Schedule – GoodS

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Goods** | | | | **Contract Price (excluding GST)** | **Warranty Period** | **Delivery Timeframe** | **Invoice Timing** |
| **Item Code** | **Name** | **Specifications** | **Documentation – including, where applicable, Material Safety Data Sheets and Dangerous Goods classification number and UN number** |
| [Insert item code] | [Insert name of goods] | [Insert or annex goods specifications. e.g. Annexed at Attachment 1] | [Insert documentation to be supplied - e.g. installation instruction etc] | [Insert price] | [Insert warranty period - e.g. 12 months] | [Insert delivery timeframe - e.g. 1-2 business days] | [Insert when invoicing is to occur - e.g. on delivery] |
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| --- | --- |
| **Item Code and Good** | **Stock Levels** |
| [Insert item code and name of goods] | [Insert required stock level] |

master Supply Schedule – SERVICES

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Services** | | | **Contract Price (excluding GST)** | **Warranty Period** | **Performance Timeframe** | **Invoice Timing** |
| **Item Code** | **Name** | **Description of services** |
| [Insert item code] | [Insert name of services] | [Insert or annex description of services. e.g. Annexed at Attachment 1] | [Insert price] | [Insert warranty period -e.g. 12 months] | [Insert performance timeframe - e.g. 1-2 business days] | [Insert when invoicing is to occur - e.g. when all Services under an Order have been completed] |
|  |  |  |  |  |  |  |
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| --- |
| **Criminal Record Search and Investigation/ working with children check**  Required for these services?  No  Yes, for all Supplier Personnel involved in:  Planning  Performance  Other: \_\_\_\_\_\_\_\_\_\_\_\_ of the Services. |

|  |  |
| --- | --- |
| **Specific deliverables** | **Description** |
| [Insert] | [Insert description] |