Invitation to Offer (ITO)

Part C: ITO Response Schedules

Department of <<Insert Department Name>>

ITO Number: [ITO reference]

ITO Title: [ITO title]

Supplier: [Supplier to insert organisation name]

Closing Date: [Closing date from Part A]

|  |
| --- |
| **Privacy Notice:** The Customer is collecting Personal Information from the Supplier for the purpose of administering the Invitation Process and Contract. Personal Information may be shared with Queensland Government agencies and bodies, non-government organisations and other governments in Australia for that purpose. Personal Information may be made publicly available in accordance with the requirements of the Queensland Government’s procurement policy. An individual can gain access to Personal Information held by the Customer about the individual in certain circumstances. |

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| **NOTE FOR PROCUREMENT OFFICERS - REMOVE THIS BOX PRIOR TO RELEASE** |
| This template has been updated to support the introduction of the Ethical Supplier Mandate, from 1 February 2024.This is a suggested template for agency use in developing the ITO Part C document, which is to form part of the ITO to establish a Contract. Agencies need to ensure that the ITO Part C document, which is ultimately developed, is suitable and appropriate for their individual procurement purposes and complies with all agency policies.Use this template for releasing ITOs for one-off contracts for goods and services.**This template provides an option to restrict Supplier editing.**Agencies are to:* Complete yellow fields to reflect ITO requirements.
* Remove any comments (in the right column).
* Ensure the Table of Contents is updated.
* When ready for release, ensure any required editing restrictions are applied to your final document.

All questions in this Response Schedule A should be derived from and address Schedule 1 of Part B. It is advisable that the questions follow the same sequential order as Schedule 1 of Part B for ease of Supplier responses. Direct questions should be asked to address the requirements. It may be beneficial to page limit responses for ease of evaluation. Procurement officers must also separately complete Part A: ITO (pdf) and Part B: Contract Details (pdf) and issue with this Part C: ITO Response Schedule.Instructions to Suppliers are included in ***bold italics*** and should be retained in the final version of the ITO. |

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| **NOTE TO SUPPLIERS** |
| The Invitation to Offer (ITO) contains:* Part A - Invitation to Offer (ITO) **SUPPLIER TO READ AND RETAIN**
* Part B – Contract Details **SUPPLIER TO READ AND RETAIN**
* **Part C – ITO Response Schedules SUPPLIER TO COMPLETE AND RETURN –** The Supplier is to complete and submit these Response Schedules and any referenced attachments by the Closing date and time. Refer to Part B - Contract Details, including the referenced terms and conditions, when compiling a response.
 |

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**Part A: ITO**

**Part B: Contract details**

# Schedule A – Response schedules

The information in this Schedule A is required for evaluation purposes.

***Prior to completing this Schedule, Suppliers are encouraged to review the ITO Conditions of Offer, available in Part A: Invitation to Offer,*** ***Attachment A.***

***As the Supplier, please respond to all questions in this schedule. All information in this schedule must be complete, accurate, up to date and not misleading.***

## Supplier information

For the following response questions, refer to Part B: Contract Details, Section 1 General Information and relevant clauses of the Contract Conditions.

|  |
| --- |
| Supplier details |
| 1. Supplier Name
 | Insert Supplier legal name[If Supplier is an individual - specify the full name (including given names and surname) of each individual; If Supplier is a partnership - specify the full name of each partner; If Supplier is a company – specify the full company name; If Supplier is a trust - specify: * the legal name of each trustee authorised to make the offer on behalf of the trust; and
* the name of the trust.]
 |
| 1. Business Name (if applicable)
 | Insert details |
| 1. Head office address
 | Insert details |
| 1. Queensland office address
 | Insert details |
| 1. Supplier legal entity type
 | [ ]  Individual [ ]  Company[ ]  Partnership [ ]  Overseas Incorporated Company[ ]  Trust [ ]  Other – please specify below |
| 1. ABN/ACN (or ABRN)
 | Insert details |
| 1. Names of other entities participating in a joint offer with the Supplier (if applicable)
 | Insert details |
| Supplier’s contact person for this invitation to offer |
| 1. Name
 | Insert details |
| 1. Position
 | Insert details |
| 1. Email address
 | Insert details |
| 1. Phone number
 | Insert details |
| 1. Street address
 | Insert details |
| 1. Postal address
 | Insert details |
| Subcontractor(s) (repeat as necessary or provide attachment) |
| ***The Supplier is to provide details of all subcontractors that the Supplier intends to use and the obligations that will be subcontracted to each subcontractor. For multiple subcontractors, insert additional rows or provide an attachment.*** *(Repeat as necessary or provide attachment)* |
| Not applicable | [ ]  Please proceed to question 2. Mandatory requirements  |
| 1. Representative Name
 | Insert details |
| 1. Legal entity type
 | Insert details |
| 1. Street address
 | Insert details |
| 1. Postal address
 | Insert details |
| 1. Obligations
 | Insert details |
| 1. Is the sub-contractor classified as a small to medium enterprise (SME)\*?

\*Any business employing fewer than 200 people. | [ ]  Yes [ ]  NoIf Yes, specify the number of people: Insert details |
| 1. Is the sub-contractor classified as an Aboriginal business and/or Torres Strait Islander business\*?

\*At least 50% owned by an Aboriginal person/s and/or a Torres Strait Islander person/s – *Queensland Indigenous Procurement Policy*. | [ ]  Yes [ ]  NoIf Yes, provide supporting details: Insert details |

## Mandatory requirements

***Supplier to Note: Offers not meeting the mandatory requirements will be considered non-conforming and may not be evaluated further.***

|  |
| --- |
| Insurance |
| **The Supplier is to confirm details of the insurances required in Part B: Contract Details.** |
| 1. Workers compensation insurance
 | [ ]  Yes [ ]  NoExpiry date: Insert detailsIf No, Supplier to provide details: Insert details |
| 1. Public liability and products liability insurance to the minimum value of $<<insert the minimum value from Part B: Contract Details>>
 | [ ]  Yes [ ]  NoInsurance Amount: Insert detailsExpiry date: Insert detailsIf No, Supplier to provide details: Insert details |
| 1. Professional indemnity insurance to the minimum value of $<<insert the minimum value from Part B: Contract Details>>
 | [ ]  Yes [ ]  NoInsurance Amount: Insert detailsExpiry date: Insert detailsIf No, Supplier to provide details: Insert details |
| 1. Other insurances
 | [ ]  Yes [ ]  NoInsurance Type: Insert detailsInsurance Amount: Insert detailsExpiry date: Insert details |
| Ethical Supplier Threshold and Ethical Supplier Mandate |
| ***The Ethical Supplier Threshold sets out the standard for Suppliers to do business with the Queensland Government. If there is a breach of the Threshold, the Supplier will be subject to the*** [***Ethical Supplier Mandate***](https://www.business.qld.gov.au/running-business/marketing-sales/tendering/supply-queensland-government/ethical-supplier-requirements/mandate)***.******Compliance with the*** [***Ethical Supplier Threshold***](https://www.business.qld.gov.au/running-business/marketing-sales/tendering/supply-queensland-government/ethical-supplier-requirements/threshold) ***and Ethical Supplier Mandate is a mandatory requirement of this ITO Process.******The Supplier is to warrant that they will comply with the Ethical Supplier Threshold and Ethical Supplier Mandate.***Note: Under the Ethical Supplier Threshold, answering ‘YES’ to any of the below Threshold questions will make the offer non-conforming and the offer will be assessed in accordance with Part A: Invitation to Offer. In assessing the Supplier’s response, the Customer may obtain, and take into consideration, information about the Supplier’s previous compliance with the Ethical Supplier Threshold.If awarded a Contract following this ITO Process, the Supplier (and their subcontractors) are to comply with the requirements of the <<Basic/General/Comprehensive>> Contract Conditions (version 3.2 - published February 2024) during the Contract Term.  |
| Since 1 August 2019, has the Supplier: |
| 1. contravened a civil remedy provision of Chapter 2 or Chapter 3 of the *Fair Work Act 2009 (Cth)*, or committed an offence against the *Fair Work Act*?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. contravened a civil remedy provision of Chapter 2, 3, 4, 5 or 7 of the *Industrial Relations Act 2016*, or committed an offence against the *Industrial Relations Act*, or failed to pay employment related levies, or other payments, established under Queensland legislation?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. failed to make superannuation contributions on behalf of employees in accordance with law?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. purported to treat employees as independent contractors, where they are not?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. required persons who would otherwise be employees to provide an Australian Business Number so that they could be treated as independent contractors?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. engaged persons on unpaid work trials or as unpaid interns, where they should be treated as employees?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. entered into an arrangement for the provision of labour hire services with a person who is not licensed under the *Labour Hire Licensing Act 2017*, or a supplier who is an unlicensed provider under the Act?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| 1. paid employees wages below those provided for in an applicable modern award?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| Since 1 February 2024, has the Supplier: |
| 1. received demerit points or been sanctioned under the Ethical Supplier Mandate?
 | [ ]  Yes [ ]  NoIf Yes, provide details: Insert details |
| Other mandatory requirements section |
| ***The Supplier is to confirm that they meet the other mandatory requirements detailed in Part B: Contract Details – Schedule 1: Requirements.*** |
| 1. Completion of Attachment 2: Local Benefits Test
 | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| 1. <<Insert detail of other Mandatory Requirements from Part B>>
 | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |

## General information

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| Financial information |
| ***Suppliers are required to demonstrate that they have the financial capability to provide all the requirements over the term of the Contract. Short-listed Suppliers may be asked to provide further financial information if required by the Customer.*** |
| 1. Are there any significant events, matters or circumstances which have arisen within the past 12 months that could significantly affect the operations of the Supplier?
 | [ ]  Yes [ ]  NoIf Yes: Insert details |
| 1. Are there, or have there been any:
* Bankruptcy and/or de-registration actions; or
* Insolvency proceedings (including voluntary administration, application to wind up, or other similar action)

either actual or threatened, against the Supplier in the past three years? If so, what (if any) remedial action has been taken? | [ ]  Yes [ ]  NoIf Yes: Insert details |
| 1. Are there any other factors that could adversely impact the financial ability of the Supplier to successfully perform the obligations contemplated by this ITO?
 | [ ]  Yes [ ]  NoIf Yes: Insert details |
| 1. Does the Supplier acknowledge that, if they are shortlisted, they <<are/may be>> required to provide further financial information (including audited financial statements for the past three years) to verify the Suppliers financial capacity?
 | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| 1. Does the Supplier agree, if requested by the State, to engage a consultant to conduct a formal financial capacity assessment?
 | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| 1. Does the Supplier agree, if requested by the State, to allow the State to engage an independent assessor (agent) to conduct financial assessments under conditions of strict confidentiality? Does the Supplier agree to provide the financial information required by the nominated agent?
 | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| Cap on liability |
| 1. Does the Supplier acknowledge acceptance of the cap on liability in relation to the Contract, as specified in Part B – Contract Details, Section X?

If the Supplier seeks to limit its liability in accordance with a binding scheme under the *Professional Standards Act 2004 (Qld),* then provide details of the scheme and the limits of liability that apply. | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| Binding Scheme applicable: Insert details |
| Summary of liability cap: Insert details |
| Authorisations |
| 1. Does the Supplier confirm compliance with the authorisations required under Part B – Contract Details?
* <<list authorisations required>>

Refer to Part B: Contract Details, Section 1 – General Information, Item 14 – Authorisations. | [ ]  Yes [ ]  No[ ] Not applicableIf No, Supplier to provide details: Insert details |
| Security requirements |
| 1. Does the Supplier accept the security requirements for the performance of its obligations specified in Part B: Contract Details:
* Financial security to the value of <<$ maximum value>>
* Performance Guarantee.

Refer to Part B: Contract Details, Section 1 – General Information, Item 16 – Security Requirements. | [ ]  Yes [ ]  No[ ]  Not applicableIf No, Supplier to provide details: Insert details |
| Conflict of interest |
| 1. Provide details of any actual, potential or perceived Conflict of Interest that exists or may arise in relation to the Invitation Process or performance of the Contract (including any conflict of interest with department staff or other suppliers).

*If there is nothing to declare, insert “Nil”.* | Insert details |
| Confidentiality and/or privacy |
| 1. Does the Supplier agree to provide Executed Deeds of Confidentiality and/or Privacy of its Personnel?
 | [ ]  Yes [ ]  No[ ]  Not applicableIf No, Supplier to provide details: Insert details |
| Legislative compliance (Law) |
| 1. Does the Supplier comply with the following legislation, which applies to this Contract:

<insert> or ‘N/A’ if not applicableRefer to Part B: Contract Details, Schedule 1 – Requirements. | [ ]  Yes [ ]  No[ ]  Not applicableIf Yes, the Supplier must <<insert details, e.g. attach evidence of their License under this Act>>.If No, Supplier to provide details: Insert details |
| Small to medium enterprises |
| ***Is the Supplier a small to medium enterprise?**** ***Small – a business employing less than 20 people.***
* ***Medium – a business employing 20 or more people, but less than 200 people.***

***Note: people are both employees and contractors employed by the Supplier.*** |
| 1. Is the Supplier an SME?
 | [ ]  Yes [ ]  NoIf Yes, select the relevant business size:[ ]  Small [ ]  Medium |
| Business information |
| 1. Provide a brief description of the business and its overall qualifications to meet the requirements. Background information may include the number of years of relevant experience, rate of growth, size, locations, annual turnover etc.
 | Insert details |
| Referees |
| ***Please provide details of <<2>> other government customers to which the Supplier has provided Goods and/or Services under the Contract (repeat rows as required).*** |
| 1. **Customer #1**
 | Insert details |
| Contact Name | Insert details |
| Position | Insert details |
| Phone number | Insert details |
| Email address | Insert details |
| Description of Goods and/or Services supplied | Insert details |
| 1. **Customer #2**
 | Insert details |
| Contact Name | Insert details |
| Position | Insert details |
| Phone number | Insert details |
| Email address | Insert details |
| Description of Goods and/or Services supplied | Insert details |

## Contract Details

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| Acceptance of Contract Details |
| 1. Does the Supplier acknowledge acceptance of the draft content of Part B: Contract Details?

To avoid doubt, this includes but is not limited to: * Insurance
* Liability
* << insert more as required>>.
 | [ ]  Yes [ ]  No***If the Supplier proposes any additions or changes to the Contract Details, the Supplier is to set them out below.******Supplier may repeat the row in the below table as required.*** |
| Contract Item | Clause No. | Reason for change requested | Change proposed |
| Supplier to insert relevant section title | Supplier to insert clause no. | Supplier to insert reasons | Supplier to insert alternative position and proposed amendments |

## Terms and conditions

|  |
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| Acceptance of Comprehensive Contract Conditions |
| 1. Does the Supplier acknowledge acceptance ofthe [Comprehensive Contract Conditions](http://www.hpw.qld.gov.au/SiteCollectionDocuments/ComprehensiveContractConditions.pdf) and the departures or additional provisions applicable to the Comprehensive Contract Conditions detailed in Part B: Contract Details?
 | [ ]  Yes [ ]  NoIf the Supplier proposes any additional clauses or any changes to the Comprehensive Contract Conditions, including any changes proposed by the Customer, the Supplier is to **set them out below**.***Supplier is to repeat rows in the below table as required.***  |
| Contract Item | Clause No. | Reason for change requested | Change proposed |
| Supplier to insert relevant section title | Supplier to insert clause no. | Supplier to insert reasons | Supplier to insert alternative position and proposed amendments |
| Acceptance of Invitation to Offer Conditions |
| 1. Does the Supplier acknowledge acceptance of the Invitation to Offer Conditions contained within Part A: Invitation to Offer, Attachment A?
 | [ ]  Yes [ ]  No |

## Requirements

For the following questions, refer to Part B – Contract Details, Schedule 1 – Requirements and relevant clauses of the Comprehensive Contract Conditions.

|  |
| --- |
| <<insert title, e.g. Goods and/or Services>> |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| <<insert title>> |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| 1. <<insert question>>

<<insert any reference to specific item numbers (if applicable>> | [ ]  Yes [ ]  NoIf No, Supplier to provide details: Insert details |
| System security |
| 1. Will the Supplier use an ICT system/solution to collect, capture, transfer, store and/or access Customer data to enable the delivery of the Goods and Services under the Contract?
 | [ ]  Yes [ ]  No  |
| 1. If Yes, to the above:
2. Is the system hosted on-shore in Australia (including data backup and disaster recovery)?
 | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| 1. Is the system cloud-hosted?
 | [ ]  Yes [ ]  No  |
| 1. Does the system have either Secure Sockets Layer (SSL) certification or Transport Layer Security (TLS) certification for the online portal?
 | [ ]  Yes [ ]  No  |
| 1. Does the system meet the requirements detailed in Part B: Contract Details – Schedule 1, Item <<number>>?
 | [ ]  Yes [ ]  No If No, Supplier to provide details: Insert details |
| <<insert title>> |
| 1. <<insert question>>
 |  |

## Government objectives

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| Local benefits test |
| The [Queensland Procurement Policy](https://www.forgov.qld.gov.au/procurement-policy) (QPP) requires Queensland Government Agencies to obtain the best value for money in procurement. Under the terms of the Policy, when assessing value for money, agencies are mandated to conduct a Local Benefits Test for all significant procurement.As part of the Policy, the Government is seeking to prioritise the use of truly local and regional suppliers through its procurement spend, creating and supporting quality jobs that deliver genuine connections to the community and build capacity and prosperity across regional Queensland. The QPP defines “local Supplier” as:*“a supplier of goods or services that maintains a workforce whose usual place of residency (i.e. where they normally live, sleep and eat) is located within a 125 kilometre (km) radius of where the good or service is to be supplied. If a capable local supplier does not exist within the 125 kilometre radius, the radius should be extended progressively to the local region, then Queensland, then Australia, until a suitable supplier is identified”.* |
| 1. ***The Supplier is to complete Attachment <<2>> - Local Benefits Test***
 | [ ]  Yes - Local Benefits Test completed and attached |
| Domestic and family violence policy |
| The Queensland Government is committed to ending domestic and family violence. Through its response to the Not Now, Not Ever report, government recognises that addressing domestic and family violence requires a whole community coordinated response. This means not just government but also businesses, community groups and every individual taking responsibility for creating cultural change. |
| 1. Does the Supplier have zero tolerance for domestic and family violence?
 | [ ]  Yes [ ]  No Insert details |
| 1. Does the Supplier have a workplace response supporting employees affected by domestic and family violence?
 | [ ]  Yes [ ]  No [ ]  Sole trader with no employees |
| 1. Does the Supplier have a workplace approach to preventing or addressing domestic and family violence?
 | [ ]  Yes [ ]  No Insert details |
| 1. Describe any formal policies, strategies, and practices the Supplier has in place aimed at preventing or addressing domestic and family violence?
 | [ ]  Yes [ ]  No [ ]  Sole trader with no employees If Yes, attach copies of the document/s and provide summary details below:Insert details |
| Aboriginal and Torres Strait Islander business |
| Both the QPP and the [Queensland Indigenous Procurement Policy](https://www.dsdsatsip.qld.gov.au/our-work/aboriginal-torres-strait-islander-partnerships/business-economic-development/queensland-indigenous-procurement-policy) (QIPP) require Queensland Government Agencies to increase the value of Queensland Government procurement spend awarded to Indigenous Businesses to be 3 per cent of addressable spend by 2022. The QIPP defines “Indigenous Business” as:*“… one that is at least 50 per cent or more owned by an Aboriginal person and or a Torres Strait Islander person. It may take the form of a company, incorporated association or trust. For clarity, a social enterprise or registered charity may also be an Indigenous business if it is operating a business.”* |
| 1. Is the Supplier an Indigenous Business as defined above?
 | [ ]  Yes [ ]  No  |
| 1. Is the Supplier certified and published online (e.g. [Supply Nation](https://supplynation.org.au/), [Black Business Finder](http://www.bbf.org.au/))?
 | [ ]  Yes [ ]  No  |
| 1. If yes, which site is the Supplier published on?
 | Insert details |
| 1. If no, is the Supplier able to produce Statement/s of Indigeneity?
 | [ ]  Yes [ ]  No If Yes, please provide a copy as part of the Suppliers response. |
| 1. If responding as part of a consortia offer, is any part of the consortia an Indigenous Business?
 | [ ]  Yes [ ]  No  |
| 1. If using sub-contractors, are any of the sub-contractors Indigenous Businesses?
 | [ ]  Yes [ ]  No If Yes, provide the following for each Aboriginal and Torres Strait Islander business:Company Name: Insert detailsAnticipated role within the project: Insert details |
| Social objectives |
| The Queensland Government is committed to doing business with socially and environmentally responsible suppliers.Definition of Social Enterprises (Source: Attributed to Social Traders): * Are led by an economic, social, cultural or environmental mission consistent with a public or community benefit.
* Trade to fulfil their mission and derive a substantial portion of their income from trade.
* Reinvest most of their profit/surplus into the fulfilment of their mission.
 |
| 1. Is the Supplier a Social Enterprise as defined above?
 | [ ]  Yes [ ]  No If Yes, please provide details below:Insert details |
| 1. What is the Supplier doing to generate social benefits, such as:
* Engaging with social enterprises or Aboriginal or Torres Strait Islander businesses?
* Creating employment opportunities for disadvantaged or vulnerablejobseekers, such as long-term unemployed people, people with disability, people with a lived experience of mental health conditions or people from culturally and linguistically diverse backgrounds?
 | Insert details |
| 1. What is the Supplier doing to improve environmental outcomes for Queensland?
 | Insert details |

## Price and payment terms

Suppliers are to complete **Attachment <<1>>: Pricing Response Schedule** to provide details of the offer.

|  |
| --- |
| Pricing |
| 1. Does the Supplier confirm completion of Attachment <<1>>: Price Response Schedule?
 | [ ]  Yes [ ]  No  |
| 1. Has pricing been provided in Australian Dollars?
 | [ ]  Yes [ ]  No  |
| 1. Are the Prices Firm or Fixed for the Contract term?
* ***Firm – the price does not change for the period of the Contract term.***
* ***Fixed – the price is firm in time and is subject to changes in economic circumstances, for example, consumer price index, exchange rates, raw materials, labour rates.***
 | [ ]  Firm [ ]  FixedIf Prices are Fixed, the Supplier is to detail how, following the initial agreed period, Prices will be varied.Insert details |
| 1. The Supplier is to detail any assumptions in the offered Price and/or Pricing structure.
 | Insert details |
| 1. The Supplier is to detail any additional pricing/fees associated with the Contract.
 | Insert details |
| Price reviews (including during any extension period(s)) |
| 1. If all or some of the Prices will be changed during the term of the Contract, the Supplier must clearly set out the times that the review will occur (including whether the Prices will change during the initial term or the applicable extension options).
 | Insert details |

## Governance

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| Account and relationship management |
| Authorised Representatives must have authority to provide consents, approvals, instructions and directions on behalf of the Supplier. The primary contact person will be the person whom the Customer contacts about the Contract and to whom the Customer delivers all notices under the Contract. |
| 1. Provide a primary and secondary point of contact to manage the Contract.
 | **Primary Contact** |
| Contact person | Insert details |
| Position | Insert details |
| Phone number | Insert details |
| Street address | Insert details |
| Postal address | Insert details |
| Email address | Insert details |
| **Secondary Contact** |
| Contact person | Insert details |
| Position | Insert details |
| Phone number | Insert details |
| Street address | Insert details |
| Postal address | Insert details |
| Email address | Insert details |
| Performance measurement and review  |
| 1. Does the Supplier agree to comply with the performance measurements and review process proposed by the Customer in Part B: Contract Details – Schedule 4 – Governance?
 | [ ]  Yes [ ]  No If No, provide details regarding proposed changes to the Governance process.Insert details |
| Report requirements  |
| 1. Does the Supplier confirm that their reporting system currently includes the required functionality and content to deliver the reports in Excel format as described in Part B – Contract Details, Schedule 4, Item <<insert no.>>?

Note: shortlisted Suppliers may be required to provide a demonstration of their reporting system’s capability prior to the Contract award. | [ ]  Yes [ ]  No  |
| 1. Does the Supplier have the ability to provide quarterly reports within <<ten>> Business Days from the end of the reporting period.
 | [ ]  Yes [ ]  No  |
| 1. Does the Supplier have the ability to meet the Minimum reporting requirements:
2. Reports provided in a spreadsheet (e.g. Microsoft Excel or other agreed format) detailing invoiced sales for the reporting period?
 | [ ]  Yes [ ]  No  |
| 1. Reports include:
	1. Customer name (and work unit)
	2. Invoice date
	3. Invoice number
	4. Good/Service description/name
	5. Quantity invoiced
	6. Quantity delivered
	7. Freight and other charges (ex. GST)
	8. Additional savings/value adds (ex. GST)
	9. Number of complaints received, action taken to resolve complaints and the timeframe for resolution reported to the department six monthly.
 | [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No [ ]  Yes [ ]  No  |
| 1. If the Supplier answered No to any reporting requirements listed above and propose to enhance systems to meet the requirements specified, please provide details of the enhancements and a timeframe for completion.
 | Insert details |

## Online services

The Supplier is to complete the ‘As a Service Questionnaire’ (refer to **Attachment <<3>>** of Part C).

|  |
| --- |
| As a Service Questionnaire |
| 1. The Supplier it to complete Attachment <<3>> of Part C: ITO Response Schedule, As a Service Questionnaire
 | [ ]  Yes - As a Service Questionnaire completed and attached[ ]  No - Advise as to why this was not completed.Insert details |

## Value-adds

Please set out any other information relevant to the ITO and which a reasonable person would think may affect the Customer’s decision whether to enter a Contract with the Supplier.

Clearly indicate the purpose of the additional information and which part of the offer the additional information relates to. Where the additional information relates to an earlier item in this Part C: ITO Response Schedule, the Supplier is to include a reference to the applicable section number. Keep the information brief and to the point.

The Customer is not required to consider any additional information that the Customer did not specifically request.

|  |
| --- |
| Insert details |

# Schedule B – Alternative and Innovative offers

***Suppliers are only required to complete this Schedule if they are submitting more than one offer in response to this ITO or this offer is an Innovative offer***.

## Alternative offers, innovation and improvements

The Customer welcomes proactive suggestions from the Supplier about innovations or improvements (e.g. to our own processes, workflows, supply chains, or specifications) that will benefit the Customer and meet the Customer’s objectives. If the Supplier wishes to make an alternative offer, it must set out details of its alternative offer/suggested innovations or improvements in this Schedule (by answering the questions below.)

For the purpose of this Invitation Process:

* An **Alternative offer** is a second offer (or more) made by a Supplier in addition to its first or original offer. An Alternative offer may or may not also be an Innovative offer.
* An **Innovative offer** is an offer that may not meet one or more of the mandatory requirements set out in the Evaluation section of Part A - ITO or within Part B - Contract Details, but the Supplier believes they should be considered because its unique characteristics provide substantial benefits to the Customer without compromising outcomes.

***Suppliers submitting an Alternative offer or Innovative offer are to:***

* ***Submit each Alternative offer as a separate unique offer for each and every Alternative offer.***
* ***Complete Part C: ITO Response schedules for each Alternative offer or Innovative offer.***

|  |
| --- |
| Alternative offer (multiple offers) |
| 1. Is the Supplier submitting more than one offer in response to this Invitation to Offer?
 | [ ]  Yes [ ]  No If Yes, how many offers is the Supplier submitting in total? Insert detailsWhat number is this offer (1st, 2nd etc.)? Insert details |
| Innovative offer |
| 1. Is the Supplier submitting an Innovative offer?
 | [ ]  Yes [ ]  No If Yes, complete the response questions below or reference the attachment addressing the response questions. |
| 1. What is the Supplier’s suggested innovation?
 | Insert details |
| 1. Outline which mandatory requirement this Innovative offer may not meet and how?
 | Insert details |
| 1. What are the benefits of the Innovative offer?
 | Insert details |
| 1. Explain how the Supplier’s innovative offer delivers better value for money and/or better achieves the Customer’s objectives?
 | Insert details |
| 1. Outline any assumptions on which the Supplier claims benefits are based?
 | Insert details |
| 1. Is there any other important information that the Customer should know about the Innovative offer?
 | Insert details |

# Checklist for Suppliers submitting an offer

Suppliers may use this checklist to assist with submitting a conforming offer. However, the list is not exhaustive and should not be relied upon as the sole quality check.

|  |  |
| --- | --- |
| **Question** | **Supplier Response** |
| Has the Supplier provided a current Certificate of Currency for insurances required? | [ ]  Yes [ ]  No If No, a copy of certificates will be required prior to entering into any Contract. |
| Has the Supplier read and understood the ITO Conditions, as referenced in Part A: ITO – Attachment A? | [ ]  Yes |
| Has the Supplier read and understood the Contract Conditions, as referenced in Part B: Contract Details? | [ ]  Yes |
| Has the Supplier signed their offer and acknowledged receipt of any Addendum issued by the Customer during the ITO Process on the ‘Supplier submission of offer’ page in Part C: ITO Response Schedules? | [ ]  Yes |
| Has the Supplier answered all questions and responded to all requirements in full, as applicable and specified in Part C: ITO Response Schedules, including any Attachments? | [ ]  Yes |
| Has the Supplier referred to the “How offers are to be submitted” section in Part A: ITO to ensure their response to the ITO is provided as requested?  | [ ]  Yes |
| Has the Supplier completed the Local Benefits Test? | [ ]  Yes |
| Has the Supplier completed the As A Service Questionnaire? | [ ]  Yes |
| Has the Supplier attached the completed Pricing Schedule? | [ ]  Yes |
| Has the Supplier provided the Key Personnel forms and documents as required? | [ ]  Yes |

# Supplier execution of an offer

## **Acknowledgements and certifications**

The Supplier:

1. accepts the Invitation to Offer Conditions contained in Part A: ITO.
2. offers to enter into the Contract on the terms described in the Supplier’s offer and the Invitation to Offer Conditions and acknowledges its offer is open for acceptance during the Offer Validity Period.
3. certifies that the Supplier has read, understands, and complies with all the requirements of this Invitation to Offer, including any changes made by the Customer and notified to the Supplier in accordance with the Invitation to Offer conditions.
4. represents that all the information contained in the Supplier’s offer is complete, accurate, up to date and not misleading in any way.
5. acknowledges that the Customer will rely on the information contained in the Supplier’s offer (including the warranties and declarations) when deciding whether or not to accept the Supplier’s offer and that if the Customer accepts the Supplier’s offer, the Customer will enter into a Contract relying on that information.
6. acknowledges that the Customer may suffer damage if any of the information in the Supplier’s offer is incomplete, inaccurate, out of date or misleading in any way.
7. acknowledges that all the Addenda (if any) are included in and form part of the Supplier’s offer.

Addenda received? [ ]  Yes [ ]  No

If Yes, provide details of the Addenda received in the table below.

***Supplier is to repeat rows in the below table as required.***

|  |  |
| --- | --- |
| **Addendum Number** | **Addendum Title**  |
| ***Supplier to insert Addendum no.*** | ***Supplier to insert Addendum Title*** |

## **Execution of offer**

|  |  |  |
| --- | --- | --- |
| Date: **EXECUTED** for and on behalf of: <<Insert Name of Supplier>>by its authorised representative, in the presence of: Signature of witness Name of witness (block letters) Address | )))))))))))))))) |  Signature of an authorised representativeBy executing this offer, the signatory warrants that the signatory is duly authorised to submit this offer on behalf of the Supplier  Name of authorised representative (block letters) Position of the authorised representative |