

Request for Tender – Cleaning Services

1. Office Cleaning - Southern Cross House (aka State Office)
2. Office Cleaning – Launceston Corporate Office
3. Independent Living Unit Community Facilities Regular Cleaning.
4. Independent Living Unit Refurbishment Cleaning.
5. External Windows – 6 monthly for all RACF's, Offices and Villages
6. Carpet Steam Cleaning – as required across all SCC Properties
7. Infection Cleaning as required across all SCC Properties



SCC invites tenders from contractors for the provision of Goods and/or Services in accordance with the particulars below and attached tender conditions and schedules.

Tender Details		
Item 1	Goods Services and/or	Cleaning Services 1. Office Cleaning. - Southern Cross House (aka State Office) 2. Office Cleaning – Launceston Corporate Office 3. Independent Living Unit Community Facilities Regular Cleaning. 4. Independent Living Unit Refurbishment Cleaning. 5. External Windows – 12 monthly for all RACF's, Offices and Villages. (The proximity to the coast of Yaraandoo and Ainslie Low Head RACF's means they will require cleaning on a 6 monthly basis). 6. Carpet Steam Cleaning – as required across all SCC Properties 7. Infection Cleaning as required across all SCC Properties
Item 2	Supply Term	3 Years from date of commencement
Item 3	Form of Contract	Goods and/or Services are to be provided in accordance with the attached goods and services agreement. Any non-conformation with the goods and services agreement must be identified in the Tender Schedules.
Item 4	Evaluation Criteria	<ul style="list-style-type: none"> • Experience undertaking the work tendered for • Cost of services • Experience in a high care environment • Ability to service multiple locations • Professional memberships / accreditation. • Timeframe to complete work from notification date. • Attendance at inspections when Site Specific work is being quoted.
Item 5	Consultation period concludes.	16 April 2025 (This is immediately prior to Easter & during School Holidays)
Item 6	Closing Date and Time	4.00pm on Monday the 28th of April 2025
Item 7	Lodgement Method	All tenders to be lodged via email to procurement@scctas.org.au
Item 8	Tender Schedules	All the attached tender schedules must be completed and lodged with SCC by the Closing Date and Time.
Item 9	SCC Contact Person	All questions regarding this tender must be directed to Contracts and Procurement Officer – Scott Finlayson. Email: procurement@scctas.org.au

Tender Schedules	
The following schedules are attached for completion:	
Schedule 1 – Tenderer’s Particulars	Tenderers must submit their details and particulars of relevant experience.
Schedule 2 – Scope of works to be quoted	Work required for each service type at each location
Schedule 3 – Site Inspection Timetable	Inspections at each location for Tenderers to view each location prior to submitting tenders.
Schedule 4 – Tendered Rates	Tendered rates must be provided in the specified manner.
Schedule 5 – Workplace Compliance	Please confirm what you have in place to govern workplace compliance and workplace health and safety.
Schedule 6 – Evidence of Insurance	Tenderers must evidence of insurance which meets the requirements of the Form of Contract. Any non-conformance must be identified in the statement of compliance.
Schedule 7 – Conflicts of Interest	Tenderers must declare any conflicts of interest.
Schedule 8 – Statement of Compliance	Tenderers must identify any non-conformance, including all proposed variations to the Form of Contract.
Schedule 9 – key performance Indicators	Targets and measures to be used when assessing Contractor performance with provision of services.

TENDER CONDITIONS

1 DEFINITIONS

The following meanings apply to capitalised terms used in this document (including the schedules):

Closing Date and Time means the date and time specified in Item 5.

Conforming Tender means a tender which is not a Non-Conforming Tender.

Evaluation Criteria means the evaluation criteria specified in Item 4 or any other criteria applied by SCC.

Form of Contract means the goods and services agreement attached to this document or made available by SCC in conjunction with this document and referred to in Item 3.

Goods and/or Services means the goods and/or services to be provided under the Form of Contract, as detailed in Item 1.

Item means an item in the Particulars.

Lodgement Method means the method specified in Item 6.

Non-Conforming Tender means a tender which does not comply with any requirement specified in this document or contains any qualification, condition or other indication that the tenderer is not willing to provide or perform the Goods and/or Services in strict accordance with the Form of Contract.

Particulars means the particulars at the outset of this document.

SCC means Southern Cross Care (Tas) Inc ABN 18 773 507 851.

SCC Contact Person means the person(s) specified in Item 8 or any replacement or substitute nominated by SCC.

Supply Term means the envisaged supply term under the Form of Contract, as specified in Item 2.

Tender Schedules means the schedules specified in the Particulars and any other supporting documents to be lodged with SCC, including supporting documents referred to in the schedules.

2 NATURE OF FORM OF CONTRACT

(a) Nature of supply arrangement

The subject matter of the Form of Contract is described in general terms in this document. Tenderers should, however, ensure that they read the Form of Contract in full to ascertain the basis upon which Goods and/or Services are to be provided. In accordance with the Form of Contract, SCC is under no obligation to purchase Goods and/or Services from the successful tenderer.

(b) Tenderer's to become informed

Tenderers are advised and expected to ascertain for themselves the actual extent of their obligations in connection with supplying Goods and/or Services.

3 TENDERS

(a) Form of tenders

The Tender Schedules will constitute a tender.

(b) Lodgement of tenders

Tenders must be lodged in accordance with the Lodgement Method by the Closing Date and Time. If lodgement in person or by courier or post is permitted, a tender must be enclosed and sealed in an envelope clearly marked with the tender particulars.

(c) Late tenders

SCC may reject any late tender.

(d) SCC not bound to accept tender

SCC is not bound to accept the lowest or any tender and may determine:

- not to proceed with any of the tenders;
- to re-tender the work under the Form of Contract.
- to proceed with an arrangement other than a tender process to have the work under the Form of Contract executed;
- to negotiate with a preferred tenderer; or
- not to proceed with the work under the Form of Contract.

(e) Non-conforming Tenders

SCC is not required to consider a Non-Conforming Tender, but reserves the right to consider and accept a Non-Conforming Tender without offering any other tenderer the opportunity to re-tender on the same basis.

(f) Discrepancies and inadequate information

If a tenderer finds any discrepancy, error or omission in the tender documents the tenderer must seek clarification from the SCC Contact Person, in writing, as soon as possible. Any clarification provided pursuant to this clause may be given in the form of an addendum to all tenderers.

(g) Tender addenda

The SCC Contact Person has no authority to make any representation or give any explanation to tenderers as to the meaning of anything contained in the tender documents or anything to be done or not to be done by a tenderer, other than by a written addendum.

(h) Changes to tender process

SCC may at any time, prior to the Closing Date and Time, by notice in writing to tenderers, change the tendering procedure and/or the Form of Contract.

(i) Withdrawal of tenders

Tenders may not be withdrawn within 45 days after the Closing Date and Time without the written consent of SCC.

(j) No collateral contract

Subject to clause 5, the submission of a tender by a tenderer will not give rise to any contract governing, or in any way concerning, the tender process, or any aspect of the tender process, for the provision of Goods and/Services.

4 EVALUATION OF TENDERS

The Evaluation Criteria will be taken into account in the assessment of tenders. SCC may determine not to fully evaluate any tender if, in the opinion of SCC, the tender does not adequately address or meet any of the Evaluation Criteria.

5 ACCEPTANCE OF TENDER

The successful tenderer will be notified in writing of the acceptance of its tender. The notification of the acceptance of tender will create a contract between the parties on the basis of the successful tenderer's

tender and the Form of Contract. The successful tenderer must execute and return an executed Form of Contract to SCC, as amended by the insertion of any details which are intended to form part of the Form of Contract, within seven (7) days of its receipt from SCC.

6 PROBITY

Tenderers must not approach or request any other person to approach any officer of SCC or SCC staff individually or collectively to solicit support for their tenders or otherwise seek to influence the outcome of the tender process.

7 TENDERER'S COSTS

All costs and expenses incurred by tenderers in any way associated with the development, preparation and submission of a tender, including attendance at meetings and the provision of additional information required by SCC, will be borne entirely by the tenderers. No tenderer, whether successful or unsuccessful, will be entitled to make any claim against SCC for such costs and expenses.

8 TENDER QUERIES

All queries concerning the tender process or Form of Contract must be sent, in writing, to the SCC Contact Person.

Schedule 1 – Tenderer’s Particulars

The tenderer specified below:

- Tenders to provide Goods and/or Services for the tendered rates and other conditions specified in the associated tender conditions and tender schedules (as attached).
- Warrants that the information provided is accurate and complete.

Tender Details	
Tender number/description	
Tenderer	
Legal name	
Trading name	
Trading structure (eg, company, trust, partnership)	
ACN/ABN	
GST registration status	
Address	
Contact person	
Phone number	
Email	
Tenderer’s Specified Personnel	
Specified Personnel	The tenderer will ensure the following people (or any agreed replacement(s)) provide or oversee the provision of the Goods and/or Services:
Role of Specified Personnel	
Experience of specified personnel	
Control and Experience	
Details of the period over which the business relevant to the tender has been conducted by the tenderer	
Details of the basis upon which the tenderer commenced the business relevant to the tender (eg, new business, acquisition)	
Details of any change in ownership or control of the tenderer in the last 2 years	
Details of any change in key personnel of the tenderer in the last 2 years	
Details of any business/enterprise acquired by the tenderer or new offering in the last 2 years	

Supporting Information	
Identify category of supporting information required	Insert descriptor of supporting information required based on nature of goods/services
Identify category of supporting information required	Insert descriptor of supporting information required based on nature of goods/services
Identify category of supporting information required	Insert descriptor of supporting information required based on nature of goods/services
Other Information	
Please provide any other information the tenderer considers relevant to their tender (such information should not exceed one A4 page).	

Date:

(If the tenderer is a company, the tender must be executed and submitted in accordance with the Corporations Act, including execution under seal if required)

EXECUTED by _____)
 _____)
 in accordance with section 127(1) of the)
 Corporations Act 2001 by being signed by)
 authorised persons:

.....
 Director

.....
 *Director/company secretary

*Delete whichever is inapplicable

.....
 Full Name

.....
 Full Name

.....
 Usual Address

.....
 Usual Address

(Execution clauses for tenderer which is an individual or partnership)

SIGNED by _____ for and)
 on behalf of _____)
 in the presence of: _____

.....
 Witness

SIGNED by _____ for and)
 on behalf of _____)
 in the presence of: _____

.....
 Witness

Schedule 2 - Scope of Works to be Quoted

1. Office Cleaning - Southern Cross House (aka State Office)
2. Office Cleaning – Launceston Corporate Office
3. Independent Living Unit Community Facilities Regular Clean. (ILU).
4. Independent Living Unit Refurbishment Clean
5. External Windows – 6 monthly for all RACF's, Offices and Villages
6. Carpet Steam Cleaning – as required across all SCC Properties
7. Infection Cleaning as required across all SCC Properties

Overall		
<p>The points mentioned in this section are a minimum and may not include all aspects applicable to that type of cleaning. Where you see that something additional should be included, please note that in your submission.</p> <p>We welcome Contractor guidance on work to be undertaken and the frequency as subject matter experts.</p>		
Sites and Services within the Tender		
<p>These are the sites and the cleaning services that we are seeking tender responses for.</p>		
Location	Inspection Purpose	Address
Rosary Gardens RACF	External Windows	85 Creek Road New Town
State Office	SCH Office Clean External Windows	85 Creek Road New Town
Fairway Rise RACF	External Windows	2 Toogood Drive Lindisfarne
Fairway Rise Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	1 Toogood Drive Lindisfarne
Springhaven Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	1 Kirkham Drive Lindisfarne
Taroona Villas	ILU Refurbishment Clean External Window Cleaning	100 Channel Highway Taroona
Grange Villas	ILU Shared Spaces Clean ILU Refurbishment Clean External Window Cleaning	26 Channel Highway Taroona
Sandown Village & RACF	ILU Shared Spaces Clean ILU Unit Refurb External Windows	1 Southerwood Drive Sandy Bay
Guilford Young Grove Village & RACF	ILU Shared Spaces Clean ILU Unit Refurb External Windows	13 St Canice Avenue Sandy Bay
St Canice Village	ILU Shared Spaces Clean ILU Unit Refurb External Windows	15 St Canice Avenue Sandy Bay
Rivulet RACF	External Windows	14 Gore Street South Hobart
AA Lord	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	131 Hill Street West Hobart
Ainslie House Westbury Village	ILU Unit Refurb External Windows	87 Meander Valley Road Westbury
Glenara Lakes RACF	External Windows	390 Hobart Road Youngtown

Glenara Lakes Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	Pattisons Avenue Youngtown
Mount Esk RACF	External Windows	38 Station Road St Leonards
Ainslie House Village Launceston	ILU Shared Spaces Clean ILU Unit Refurb Office Clean External Windows Home & Community North	5 Waveney Street South Launceston
Launceston Corporate Office	Office Clean External Windows	5 Waveney Street South Launceston
Ainslie House RACF Low Head	External Windows	196-224 Low Head Road Low Head
Ainslie House Village Low Head	ILU Unit Refurb External Windows	165-255 Low Head Road Low Head
Yaraandoo Villas	ILU Shared Spaces Clean ILU Unit Refurb External Windows	27 Wragg Street Somerset
Yaraandoo RACF	External Windows	1a Cardigan Street Somerset

Cleaning Chemical Management

There is always a risk that they may attempt to drink any liquids that you have in containers. Please ensure that all cleaning chemicals are always kept secure. Any spills must be dealt with effectively to eliminate risks to persons working in or passing through that area

Contractors **must** ensure that a current Safety Data Sheet (SDS) Register is readily accessible in HARD COPY.

Office Cleaning – the SDS must be retained on site and accessible 24 x 7 to SCC Staff and Emergency Responders.

Other cleaning Services - It is considered acceptable for this to be retained in the contractor's vehicle provided it is accessible promptly when working on site.

Elevated Work Platforms (EWP) and Mobile Elevated Work Platforms (MEWP)

EWPs of all descriptions must be compliant with the specifications endorsed by Work Safe Tasmania. This includes but is not limited to Scissor Lifts, Boom Lifts, Scaffolding & Personnel Cages (Crane and Forklift raised)

Contractor Vehicle Identification & Parking

Identification of vehicles by loading zone signage as minimum is required

Vehicles should only be parked in designated areas unless they are a tool/appliance required for the work being undertaken such as carpet cleaning.

Vehicles are not to left on site if they are not related to current tasks. E.g. no overnight trailer storage.

Emergency Contact Persons

Please nominate an emergency contact person that SCC can contact in the event of an emergency that impacts the provision of services.

Employee Clearances & Compliances

Please refer to the table in Schedule 5 – Workplace Compliance and Work Health and Safety.

Employee Vaccinations

Contractors and Employees must have current vaccinations as directed by government authorities from time to time to attend our sites. Further mention is made in Schedule 5 – Workplace Compliance and Work Health and Safety.

High Risk Work Licences & Safe Work Practices, Guidelines and Policies

Please refer to the table in Schedule 5 – Workplace Compliance and Work Health and Safety.

Site Infrastructure and Services

When requested SCC will provide details to the best of our knowledge for infrastructure services including but not limited to water, power, telephone, gas, sewage and drainage. It is the responsibility of the contractor to check for the risk of damage or impediment if work they are undertaking may interact with such services.

Testing and Tagging of Electric Tools and Equipment

All items must meet the Electrical Testing and Specifications endorsed by Work Safe Tasmania

Testing and Tagging of Falls Restraint Equipment

All falls restraint equipment and attachment points used during works must be compliant with the specifications endorsed by Work Safe Tasmania

Uniforms and Staff Identification

Contractor supplied uniform clothing is essential to identify your staff to residents and visitors as a contractor to SCC.

ID cards are required.

Those wearing uniform are deemed to be always representing your organisation when attending our sites.

Warranty Period

We expect that work will be completed to a satisfactory standard. Where this not the case contractors may be asked to repeat work. We are conscious that our site activities can cause a completed work to degrade and this will be taken into account in relation to recalls

1.0 Southern Cross House Office Clean (aka State Office)

Frequency of Cleaning		
Current arrangement	Tuesdays and Fridays - commencing early morning	
Please quote as follows:	Individual Cleans – it is hoped to increase the frequency, subject to the cost.	
Timing and Day of cleaning		
Time of Cleaning (Excludes 6 Month Clean)	Prior to 8.00am or after 5.00pm:	Vacuuming and mopping of floor areas
		Rubbish collection & removal from Office areas
	Prior to 8.00am or after 5.00pm	Toilets and bathrooms
	Prior to 8.00am or after 5.00pm	Lunchrooms and kitchens
Days of Cleaning	Monday	Not required
	Tuesday	Confirmed
	Wednesday	Confirmed
	Thursday	Confirmed
	Friday	Confirmed
	Saturday	Not required
	Sunday	Not required
	Public Holidays	Not required
	Emergency Cleans	Please quote an hourly rate for such events

Notes

Southern Cross House was built in 1861 becoming offices in the 1970's. The building is two-stories high with a passenger lift connecting both levels, in a longitudinal design sectioned into offices. Ceiling heights vary from 2.1m to 3.6m (estimated), and most of the windows are of original construction and as such fragile in nature. Along the eastern side of the building, there is a timber balcony across the front of the building.

Main features of the building include

- Passenger lift between floors.
- Two stairwells.
- Variable ceiling height.
- Different levels in floor height, surface and configuration.
- Multiple small offices and larger work areas.
- Two Lunch areas with Kitchen amenities + Two small Kitchens – no eating space.
- Large Board Room with an adjacent open space that can double the size.
- Large Staff Development Room – with Atrium attached that is filled with indoor plants.
- Religious Chapel.
- Balcony on level 1 – with seating for staff and visitors
- The IT Services Section is a secure area, and so cleaning requirements may be reduced.
- The building is protected by a security alarm overnight.
- Staff are operating in the building from 6.00am on normal business days.
- 6 x sets of toilets

Ground Floor External Walkway x 1

Ground Floor North x 2

First Floor Board Room x 5

Ground Floor Staff Development x 5

Ground Floor Chapel x 1

First Floor Central x 3

The primary cleaners store is ground floor with limited space. Access to a cleaner's sink is in the secondary store on the 1st level adjacent to the central toilets.

- There is no undercover loading bay. Level Access for unloading cleaning supplies using a trolley is estimated to be 50m from the primary cleaner's storage area.
- Parking for contractor's vehicles is a short distance from the building itself.
- Parking is patrolled by the City of Hobart. Vehicles require a parking permit to avoid being issued with an infringement. Temporary and ongoing permits are available from Reception.
- The parking areas are not secure. Vehicle security is the responsibility of contractors

Each Clean

All Areas – common tasks	Collect and transfer rubbish & recycling to bins
	Hand Sanitiser dispensers refill
	Wipe door handles, rails, lift controls, security panels.
Area specific tasks	
Staff Development Centre	Clean up dropped leaves from plants
	Wipe down tables and benches
	Wipe down tables in the Conservatory
Balcony	Wipe down tables and chairs
Bathrooms Ground and Level 1	Change sanitary bin cartridges as required
	Clean toilets and restock paper products
	Refill deodorisers
	Refill soap dispensers
Board Room	Wipe Board Room Table with minimum moisture.
Carpeted areas	Vacuum carpeted areas
Chapel	Ensure chairs are lined up neatly
	Rubbish on the floor is removed
	Tables wipe down
	Wipe over handrails
Foyer on level 1	Vacuum seats in foyers
Ground Floor Lift Foyer	Clear leaves from ground floor lift foyer
Lunchrooms & Kitchens	Sweep and mop vinyl & tiled floors
	Wipe down chairs in Lunchrooms as required
	Wipe kitchen benches, sinks
	Wipe out microwaves
Passenger Lift	Vacuum, wipe down internal controls & window
Stairwells	Wipe down handrails and sweep & vacuum.

Six Month Clean

To be undertaken every six months by prior arrangement with the Assets and Infrastructure Team.

All Areas	Glass surfaces Including windows & mirrors. Wipe down window frames
Balcony	Mop the floor surface
	Wipe down window frames
Kitchens & Lunchrooms	Clean inside & outside of all ovens.
	Fridges and Freezers to be wiped out

2.0 Office Clean – Launceston Corporate Office

Frequency of Cleaning		
Current arrangement	To be advised	
Please quote as follows:	Individual Cleans – Dependent upon the frequency will increase.	
Timing and Day of cleaning		
Time of Cleaning	Prior to 8.30am or after 4.30pm	Vacuuming and mopping of floor areas
		Rubbish collection & removal.
	Prior to 10.00am or after 4.30pm	Toilets and bathrooms
		Lunchrooms and kitchens
Days of Cleaning	Monday	To be advised
	Tuesday	To be advised
	Wednesday	To be advised
	Thursday	To be advised
	Friday	To be advised
	Saturday	Not Required
	Sunday	Not Required
	Public Holidays	Not Required
	Emergency Cleans	Please quote an hourly rate for such events

Notes	
<p>These are smaller offices located at locations as listed below.</p> <ul style="list-style-type: none"> • Home & Community North - 3 Pattison's Avenue Youngtown (Owned) • Launceston Corporate Office - 5 Waveney Street South Launceston (Owned) • Contract Variations may be required if a lease is extended, or the office relocates to a new property. <p>Staff occupancy varies, and they operate Monday to Friday excluding Public Holidays.</p>	
Each Clean	
All Areas	Collect and transfer rubbish & recycling to bins
	Hand Sanitiser dispensers refill
	Wipe door handles, rails, lift controls, security panels.
Area specific tasks	
Bathrooms	Change sanitary bin cartridges as required
	Clean toilets and restock paper products
	Refill deodorisers
	Refill soap dispensers
Meeting Room	Wipe down Board Room Table with minimum moisture
Carpeted areas	Vacuum carpeted areas
Lunchrooms & Kitchens	Sweep and mop vinyl & tiled floors
	Wipe down chairs in Lunchrooms as required
	Wipe kitchen benches, sinks
	Wipe out microwaves

Six Month Clean**To be undertaken every six months by prior arrangement with the Assets and Infrastructure Team.**

All Areas	Glass surfaces Including windows & mirrors.
Kitchens & Lunchrooms	Clean inside & outside of all ovens.
	Fridges and Freezers to be wiped out

3.0 Independent Living Unit Community Facilities Regular Clean. (ILU).

Frequency of Cleaning		
Current arrangement	Once per week	
Please quote as follows:	Individual Cleans – Anticipate weekly & occasional additional ad hoc cleans as required.	
Timing and Day of cleaning		
Time range for Cleaning	Weekly clean between 7.00am and 11.00am	ALL cleaning as specified below
	Ad Hoc Clean To be confirmed when booked	Cleaning required to be confirmed
Days for Cleaning	Monday	To be advised
	Tuesday	To be advised
	Wednesday	To be advised
	Thursday	To be advised
	Friday	To be advised
	Saturday	Not Required
	Sunday	Not Required
	Public Holidays	Not Required
	Emergency Cleans	Not Required

Resident and Client awareness

Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible medical conditions. Please be aware of obstacles for their movement that may be created in the course of your work.

Notes

Standard Cleaning - Due to the nature of Independent Living Unit Common Areas the time window for cleaning should be restricted to 7.00am to 11.00am Monday to Friday for a once a week clean. When the nominated cleaning day falls on a public holiday the cleaning schedule should be adjusted to avoid that day. This is to be done in consultation with the Village Manager.

Additional cleaning – There may be occurrences when additional cleaning is required that may be for specific areas, tasks etc. Times for this are likely to vary but will be scheduled in conjunction with the Village Manager. Common Facilities applicable to ILU Community Facilities include:

- Office space for Village Administration Staff located at these locations.
 - Glenara Lakes Village,
 - Ainslie House Village Launceston,
 - St Canice Village,
 - Fairway Rise Lifestyle Village,
 - Springhaven Lifestyle Village
- Large open space areas used for meetings, dinners & social functions, indoor sporting events.
- Community Bars & food serveries, Kitchens.
- Maintenance Officer Storerooms & Workshops.

Outside of Scope	
To be cleaned / packed away by users	BBQ plates and drip trays after each use
	Chairs to be put away to facilitate cleaning
	Equipment set out beyond the normal set up
	Fridges and Freezers empty & refill for 6 monthly cleans
	Glasses, Crockery, serving items and Kitchen Utensils
	Tables to be cleared to facilitate cleaning
Workshops, Storerooms and Maintenance Offices	These will be cleaned and maintained by the Maintenance Officer for the site.
Weekly	
Rubbish & Recycling across the building	Remove all waste and recycling to bins
General areas	All horizontal surfaces
	Benchtops & sinks
	Door handles & rails
	Mirrors and internal windows
	Plastic chairs and chair handles
Building Controls	Door handles
	Handles/controls on ovens, fridges, freezers, beer taps, appliances
	Heating and cooling controls
	Light switches
	Railings
	Security alarm controls
Carpet areas	Full vacuum
Non-Carpet floors	Sweep and Mop Floors
Laundering	Cleaning cloths & Towels to be placed in designated location for collection to Laundry
	Freshly laundered towels and cleaning cloths to be distributed to storage locations as appropriate.
Offices	Remove rubbish
	Vacuum floors
Toilets	Change cartridges in Sanitary Bins as required
	Deodorise room
	Full clean and sanitisation of all fittings
	Pour 1-2 litres of water down any floor drains
	Re-stock consumables: toilet paper, hand towel & soap
External balconies and Patios	Remove rubbish
	Sweep ground surface / floor area
	Wipe down any furniture

Six Month Clean	
To be undertaken every six months by prior arrangement with the Village Manager.	
Kitchens	Clean inside & outside of all ovens, microwaves, grillers, deep fryers etc.
	Clean Ovens
	Fridges and Freezers to be wiped out
	Glass surfaces Including windows & mirrors.
Window Spaces	Clean the inside of windows and both sides of all internal windows
	Vacuum Curtain Pelmets
	Wipe down windowsills and clean window tracks
External balconies and Patios	Clean all outdoor settings and equipment
	Clean BBQ

4.0 Independent Living Unit Refurbishment Clean

Frequency of Cleaning		
Current arrangement	Ad hoc as and when required	
Please quote as follows:	Ad hoc – To be as and when required.	
Timing and Day of cleaning		
Time range for Cleaning	8.00am to 5.00 pm	ALL cleaning as specified below
Days for Cleaning	Monday to Friday excluding public holidays	

Resident and Client awareness	
Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible conditions. Please be aware of obstacles for their movement that may be created in the course of your work.	
Notes	
<p>The unit may have been unoccupied for some time and so it may be prudent to open windows and doors upon arrival to facilitate ventilation.</p> <p>All solid waste should be removed by the contractors from the site. Please Park in designated parking areas as much as practicable.</p> <p>Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible conditions.</p>	
External Areas – attached to the ILU	
Remove unwanted debris	Lawn and gardens such as non-garden rubbish
	Switchboard – check for rubbish (wire off cuts etc)
	Planters and Pots – check for rubbish
Sweep the area	Door Mat and doorstep, pathway and steps
Standard Wash	External windows
	External walls, eaves and doors
Wipe clean	Door handles and door frames.
	Outdoor Furniture
	Letter Box (inside and out)
	Wheelie Bins
Glass - Internal	
Clean and wipe	Glass surfaces Including windows & mirrors.
	Clean the inside of windows

Internal to the Unit	
Rubbish Removal	Remove all rubbish and dispose
Appliances Clean	Clean inside & outside of all appliances
Dusting, Clean, Mop & Wipe down	Bath
	Clean all skirting boards and architraves
	Cupboards, shelves and drawers
	Curtain and blind pelmets
	Door and window frames
	Door sills and window tracks
	Doors and handles – throughout unit
	Dust the top of the doors
	Floors mopped
	Grab handles
	Heat Pump remote control
	Horizontal surfaces
	Power outlets & switches
	Product dispensers
	Security alarm controls
	Shower / Bath cleaned
	Sinks - Kitchen, bathroom and Laundry.
	Smoke Detectors
	Toilet bowl, seat and cistern
Toilet roll holders	
Top of the Heat Pump	
Towel rails & holders	
Vacuum	Window seats and fixed furnishings (not curtains or blinds)
	Carpets & floors vacuumed
Garages. Car Ports & Parking areas	
Sweep	Clean of any dust or other debris
	Car Port Floor
	External Pathways within boundary of ILU
Sweep and Mop	Garage Floor
Wipe Down	Door controls / chain
	Electric door motor case
	Inside of the roller door
	Outside of the roller door

5.0 External Windows

Frequency of Cleaning		
Current arrangement	Ad hoc as and when required	
Please quote as follows:	<p style="text-align: center;">6 Monthly</p> by arrangement with the Assets and Infrastructure Team	Ainslie Low Head Village and RACF. Yaraandoo Village and RACF
	<p style="text-align: center;">12 Monthly</p> by arrangement with the Assets and Infrastructure Team	AA Lord Homes Ainslie House Launceston Village Ainslie House Westbury Village Burnie Office Devonport Office Fairway Rise RACF & Village Glenara Lakes RACF & Village Grange Villas Mount Esk RACF Northern Regional Office Rivulet RACF Rosary Gardens RACF Sandown Village Springhaven Village St Canice Village State Office Tarooma Villas
Timing and Day of cleaning		
Time range for Cleaning	8.00am to 5.00 pm	ALL cleaning as specified below
Days for Cleaning	Monday to Friday excluding public holidays	

Resident and Client awareness

Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible conditions. Please be aware of obstacles for their movement that may be created in the course of your work.

Notes

SCC is only seeking to undertake external window cleaning. Cleaning of internal windows is to be an arrangement by the Unit Resident and the Contractor without involvement of SCC.

Please Park in designated parking areas as much as practicable.

Access restrictions	Access restrictions may apply to some areas. Please consult with the Maintenance Officer
Awnings – external	Not to be cleaned as part of this service.
Broken windows and fittings	Please advise the Maintenance Officer of any breakages or concerns when departing the site for the day.
Chemical Spills	If you spill a chemical, please ensure that it is washed away sufficiently to eliminate ALL hazards. Absorbent substances may be used but must be complete cleaned up to eliminate secondary hazards.
Chemical Storage	Bottles must be kept secure with access always limited to your organisations staff.
Electrical Connections	Maintain awareness of power connections and any other electricity sources.

Elevated Work Platforms	EWPs are permitted but please consult with the Regional Asset and Property Coordinator prior to arranging one to work on site. EWP's are the responsibility for the contractor.
Gardens	Limit traversing of garden beds as much as possible.
Gas Connections	Maintain awareness of these.
Hi-Vis Workwear,	All personnel to wear Hi-Vis clothing or Vests in addition/in lieu of uniform items.
Hoses and connections	Ensure hoses are not running across walkways.
Hot Weather	In periods of hot weather, it is preferred that cleaning of windows is deferred to the cooler sides of the building.
Ladders & Access Equipment	During use: <ul style="list-style-type: none"> • Ensure are appropriate footing and restraint. • The feet of ladders are clearly marked by warning cones or signs. Not in Use: <ul style="list-style-type: none"> • Place the ladder in a horizontal position so that it cannot be climbed. • Ensure clear access around the ladder for a mobility impaired person. • Consider restraint of ladder to eliminate misuse.
Long handled equipment	Maintain awareness of handles protruding across walkways and other publicly accessible areas.
Open Windows	If windows are open, we ask that that they remain uncleaned to prevent water entering the room
Parking	Please Park in designated areas.
Privacy and Respect	Always respect the privacy of residents.
Private Requests	Contractors are welcome to complete work in the villages for ILU Residents under the following conditions ALL SCC contracted work is given priority. Inspections and quotes are undertaken independent of SCC works All invoicing, payment and liability for work undertaken is a matter between the Contractor and the resident.
Rainy Days	If immediate rainfall will impact the quality of the job, work to halt until the wet weather has passed.
Residents requiring assistance	Residents requesting assistance, please call the reception area. If deemed to be an Emergency please call 000 in the first instance, then call Reception.
Residue and Run off	Clean up run off from cleaned windows as applicable.
Roof Access	Access to the roof areas of buildings is in compliance with safety protocols.
Signage	Mark your work area especially when using equipment to reach multi story windows from ground level.
Tidy work area	Please keep the area tidy – particularly in relation to long handles and buckets that may be considered a trip hazard.
TOTAL Fire Bans	During a TOTAL Fire Ban period – no window washing is permitted at any site. All arrangements are cancelled.
Water Disposal	Dirty water after cleaning should be disposed of via stormwater drains.
Water Supply	External water supply options will vary from each site. Please ensure that taps are fully turned off after use. Connected must no be disconnected if in use Some taps may require the use of a vandal proof key
Window seals leaking	If a window seal is found to leak, please contact the Maintenance Officer asap / prior to leaving site.
Window Tinting	Some windows may have window tinting applied. Please do not apply chemicals or equipment that could cause degradation.

6.0 Carpet Steam Cleaning – as required across all SCC Properties

Frequency of Cleaning		
Current arrangement	Ad hoc as and when required	
Please quote as follows:	Ad hoc as and when required – by arrangement with the Assets and Infrastructure Team	
Timing and Day of cleaning		
Time range for Cleaning	8.00am to 5.00 pm	ALL cleaning as specified below
Days for Cleaning	Monday to Friday excluding public holidays	

Resident and Client awareness	
Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible conditions. Please be aware of obstacles for their movement that may be created in the course of your work.	
Notes	
<ul style="list-style-type: none"> The unit may have been unoccupied for some time and so it may be prudent to open windows and doors upon arrival to facilitate ventilation. Working hours should be restricted to 8.00am to 5.00 pm Monday to Friday. All solid waste should be removed by the contractors from the site. Please Park in designated parking areas as much as practicable. Residents and Clients of SCC facilities may be of poor physical ability with a range of visible and non-visible conditions. 	
Appliances	Appliances should be moved and returned to their location in consultation with the Maintenance Officer.
Cords and leads on the floor	Existing cords and leads on the floor should be moved as much as possible to avoid inhibiting the cleaning process.
Curtains and Blinds	Curtains, blinds and other window furnishings must be restrained with sufficient clearance of the floor to eliminate damage. This restraint can remain in place until the drying is complete – SCC to restore to normal service. Please advise the Maintenance Officer prior to departing for the day
Drying time	Please advise the Maintenance Officer on completion the expected drying time.
Floor Mats	Mats on the floor should be rolled up and placed in an area clear of the workspace.
Furniture Items	The movement of furniture items that remain within the areas to be cleaned is to be discussed with the Maintenance Officer for the site.
Furniture items – Steam Cleaning	Some furniture items may be suitable for steam cleaning. Please invoice for this work independent of the steam cleaning.
Maintenance Officer Contact	The Maintenance Officer will vary from site to site. The contact number for that officer should be confirmed at the booking of the job.
Noise Feedback	Carpet Cleaning Equipment can be noisy in operation. In the situation where negative feedback is received the Technician should ask the Complainant to speak with the Maintenance Officer.
Power Supply	Power is to be sourced from the building unless arranged otherwise with the relevant Maintenance Officer.

Private Requests	<p>Contractors are welcome to complete work in the villages for other Residents provided the following conditions are met:</p> <p>SCC contracted work being undertaken that day is the priority.</p> <p>Arrangements should be made after the SCC work is completed.</p> <p>All invoicing payment and liability for work undertaken is a matter between the Contractor and the resident</p>
Solid waste disposal	<p>Solid Waste should be disposed of in an appropriate waste bin – this includes sludge and mud from cleaning machines.</p>
Stains in the Carpet	<p>Where an individual stain cannot be removed for an additional 25% of the total cleaning time they should be referred to the Maintenance Officer. Total stain removal time should not be greater than the time to clean the remaining areas.</p>
Ventilation	<p>We encourage where possible that doors and windows be left open during the cleaning process to assist with ventilation.</p> <p>Prior to departing from the unit being cleaned please advise the Maintenance Officer so that they can plan to close windows etc that may remain open.</p>
Water Disposal	<p>Wastewater from the machinery should be disposed of via a drain of appropriate nature.</p> <p>Any debris should be cleared.</p> <p>Blockages must be reported to the Maintenance Officer within 30 minutes of the drain being blocked.</p>
Water Supply	<p>Please use the closest water supply without traversing walkways and vehicle movement areas.</p> <p>Traffic cones should be placed alongside any hoses that travel alongside the above.</p> <p>Soft laying of hoses across garden beds is permitted provided no plants are damaged.</p>

7.0 Infection Cleaning as required across all SCC Properties

Frequency of Cleaning		
Current arrangement	Ad hoc as and when required	
Please quote as follows:	Ad hoc as and when required – by arrangement with a relevant SCC Representative. This is likely to be but not limited to the roles of: General Manager Clinical Care, State Operations Manager, Facility Manager or Care Manger	
Timing and Day of cleaning		
Standard Time range for Cleaning	8.00am to 5.00 pm	ALL cleaning as specified by the SCC Representative that requested the services.
Standard Days for Cleaning	Monday to Friday excluding public holidays	
Extended hours Time Range	6.00 am - 8.00am Mon - Fri 5.00 pm - 10.00 pm Mon – Fr 6.00 am - 10.00 pm Sat/Sun/P/Hol	

From time-to-time Southern Cross Care may need to engage a contractor to perform a COVID clean. This is likely to be at reduced notice, in any of the above-mentioned types of facilities and properties across Tasmania.

Working hours for such cleans would ideally be 8.00am to 5.00pm Monday to Friday however special needs may push this out to be 6.00am to 10.00pm seven days a week.

Technicians performing the work would need to hold up to date vaccinations and wear full PPE such as gowns, masks, Face shields and gloves at any time when they are within the area being cleaned.

Activation and management of such cleans would be in consultation with a relevant person from Southern Cross Care who has been delegated authority to enable and oversee the cleaning process and outcomes.

Schedule 3 – Site Inspection Timetable

It is proposed to offer site inspections at the following times. The inspection purpose has been nominated to facilitate viewing of specific aspects of a location that may not be applicable to all interested parties. Arrangements for attending inspections are the responsibility of the Tendering party.

RSVP for all inspections will close at 1.00pm on Thursday 27th March 2025

Acceptances after this date may be accepted subject to arrangements already made.

- RSVP's are to be sent via email to procurement@scctas.org.au
They must clearly nominate
 - The inspections being attended _____
 - the name of the persons attending _____
 - and mobile phone contact number _____

Inspections have been timetabled across four consecutive days

Day One	<p>Day: Tuesday</p> <p>Date: 01 April 2025</p>	<p>Rosary Gardens State Office Fairway Rise RACF Fairway Rise Village Springhaven Village</p>
Day Two	<p>Day: Wednesday</p> <p>Date: 02 April 2025</p>	<p>Taroona Villas Grange Villas Sandown Village Guilford Young Grove Village Guilford Young Grove RACF St Canice Village Rivulet RACF AA Lord Homes</p>
Day Three	<p>Day: Thursday</p> <p>Date: 03 April 2025</p>	<p>Ainslie House Westbury Village Glenara Lakes RACF Glenara Lakes Village Mount Esk RACF Ainslie House Village Launceston Ainslie House RACF Low Head Ainslie House Village Low Head</p>
Day Four	<p>Day: Friday</p> <p>Date: 04 April 2025</p>	<p>Yaraandoo Villas Yaraandoo RACF</p>

This form will be included with the RFT document in PDF Form as Attachment 1.

SCC Cleaning Services Tender Site Inspection - RSVP Form.

RSVP for all inspections will close at 1.00pm on Thursday 27th March 2025

Acceptances after this date may be accepted subject to arrangements already made.

Email this form to procurement@scctas.org.au

Name of the Tendering Business:	
Name of the Person(s) attending inspections:	
Contact Mobile Phone:	
Contact Email Address:	

Please circle the inspections being attended

Day One	Day: Tuesday Date: 01 April 2025	Rosary Gardens State Office Fairway Rise RACF Fairway Rise Village Springhaven Village Rivulet RACF	8.00 am 8.30 am 10.00 am 10.45 am 11.45 am 1.00 pm
Day Two	Day: Wednesday Date: 02 April 2025	Taroona Villas Grange Villas Sandown Village & RACF Guilford Young Grove Village & RACF St Canice Village AA Lord	7.30 am 8.00 am 9.00 am 10.15 am 11.00 am 12.45 pm
Day Three	Day: Thursday Date: 03 April 2025	Ainslie House Westbury Village Glenara Lakes RACF Glenara Lakes Village Mount Esk RACF Ainslie House Village Launceston Ainslie House Village Low Head Ainslie House RACF Low Head	8.00 am 9.00 am 10.00 am 11.30 am 12.30 pm 3.00 pm 3.45 pm
Day Four	Day: Friday Date: 04 April 2025	Yaraandoo Villas Yaraandoo RACF	9.30 am 10.15 am

Day One					
Location	Inspection Purpose	Arrive	Meeting Point	Address	Contact Person
Rosary Gardens RACF	External Windows	8.00 am	Reception	85 Creek Road New Town	Scott Finlayson
State Office	SCH Office Clean External Windows	8.30am	Reception	85 Creek Road New Town	
Fairway Rise RACF	External Windows	10.00 am	Reception	2 Toogood Drive Lindisfarne	
Fairway Rise Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	10.30 am	Village Admin Office	1 Toogood Drive Lindisfarne	
Springhaven Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	11.30 am	Village Admin Office	1 Kirkham Drive Lindisfarne	
Rivulet RACF	External Windows	1.00pm	Reception	14 Gore Street South Hobart	

Day Two					
Location	Inspection Purpose	Arrive	Meeting Point	Address	Contact Person
Taroona Villas	External Window Cleaning	7.30 am	Main Entry	100 Channel Highway Taroona	Scott Finlayson
Grange Villas	ILU Shared Spaces Clean ILU Refurbishment Clean External Window Cleaning	8.00 am	Main Entry	26 Channel Highway Taroona	
Sandown Village	ILU Shared Spaces Clean ILU Unit Refurb External Windows	9.00 am	Reception	1 Southerwood Drive Sandy Bay	
Guilford Young Grove RACF	External Windows	10.15 am	Reception	13 St Canice Avenue Sandy Bay	
St Canice Village	ILU Shared Spaces Clean ILU Unit Refurb External Windows	11.00 am	Village Admin Office	15 St Canice Avenue Sandy Bay	
AA Lord	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	12.45 pm	Main Street Entry	131 Hill Street West Hobart	

Day Three					
Location	Inspection Purpose	Time	Meeting Point	Address	Contact Person
Ainslie House Westbury Village	ILU Unit Refurb External Windows	8.00 am	Main Driveway	87 Meander Valley Road Westbury	Scott Finlayson
Glenara Lakes RACF	External Windows	9.00 am	Reception	390 Hobart Road Youngtown	
Glenara Lakes Village	ILU Shared Spaces Clean ILU Unit Refurb Village Office External Windows	10.00 am	Village Office	Pattisons Avenue Youngtown	
Mount Esk RACF	External Windows	11.30 am	Reception	38 Station Road St Leonards	
Ainslie House Village Launceston	ILU Shared Spaces Clean ILU Unit Refurb Office Clean External Windows Home & Community North	12.30 pm	Main Building	Waveney Street South Launceston	
Ainslie House Village Low Head	ILU Unit Refurb External Windows	3.00 pm	Reception	165-255 Low Head Road Low Head	
Ainslie House RACF Low Head	External Windows	3.45 pm	Reception	196-224 Low Head Road Low Head	

Day Four					
Location	Inspection Purpose	Time	Meeting Point	Address	Contact Person
Yaraandoo Villas	ILU Shared Spaces Clean ILU Unit Refurb External Windows	9.30 am	Main Driveway	27 Wragg Street Somerset	Scott Finlayson
Yaraandoo RACF	External Windows	10.15 am	Reception	1a Cardigan Street Somerset	

Schedule 4 – Tendered Rates

The tenderer tenders to provide Goods and/or Services for the following tendered rates as per attachment 1.

Attachment 2 will be included in this document and provided independently in an excel spreadsheet.

This is designed to facilitate simplistic totals of charges applicable to each site for each service. Tenderers are welcome to attach additional documents that explain your charges in greater detail.

Please include details of

- Price increases for the life of the contract.
- Notice period to be able to commence the contract
- Fees applicable to late payment of invoices

Please note:

- Our payment terms are 30 days.
- Invoices must be sent to accounts.payable@scctas.org.au sending them to the person requesting the work is also encouraged.
- Contractors must cover the repair costs of any damage caused in the course of their work.

Attachment 2

Total Cost per Clean

Location	Site Specific				Site Totals	Hourly Rates		
	External Windows	ILU Shared Spaces Clean	ILU Unit Refurb	Office Clean		Carpet Clean	COVID Std Hours	COVID A/Hours
AA Lord Homes Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Ainslie RACF Low Head	\$0.00				\$0.00			
Ainslie Village Launceston	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Ainslie Village Low Head	\$0.00	\$0.00	\$0.00		\$0.00			
Ainslie Village Westbury	\$0.00	\$0.00	\$0.00		\$0.00			
Fairway Rise RACF	\$0.00				\$0.00			
Fairway Rise Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Glenara Lakes RACF	\$0.00				\$0.00			
Glenara Lakes Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Grange Villas	\$0.00	\$0.00	\$0.00		\$0.00			
Guilford Young Grove RACF	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Mount Esk RACF	\$0.00				\$0.00			
Rivulet RACF	\$0.00				\$0.00			
Rosary Gardens RACF	\$0.00				\$0.00			
Sandown RACF	\$0.00				\$0.00			
Sandown Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
Springhaven Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
St Canice Village	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
State Office	\$0.00			\$0.00	\$0.00			
Taroona Villas	\$0.00	\$0.00	\$0.00		\$0.00			
Yaraandoo RACF	\$0.00				\$0.00			
Yaraandoo Villas	\$0.00	\$0.00	\$0.00		\$0.00			
Service Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			

Schedule 5 – Workplace Health and Safety

Qualifications		
Qualification Confirmation	Nominated Skill	Organisation Response
When attending site will the Senior Technician hold qualifications in the following fields	Cleaning Operations	
	Carpet Cleaning	
	Window Cleaning	
	Infection Control cleaning	
Will a person on site at all times of the work have a qualification in:	First Aid	
Staff attending Southern Cross Sites		
Compliance Point		Organisation Response
Staff Induction	Do you have a formal induction process in place. Is a record maintained of all employees training and induction programs	
	Do you provide your staff with information, instruction, training and supervision to ensure that they perform the work safely.	
	Do the staff attending Southern Cross Care Sites have current WWVP Cards?	

Policies and procedures -:

Overall Management		Organisation Response
Do you have written policies and procedures relating to	Do you have a Workplace Health and Safety management system & Workplace Health and Safety policy	
	Manual Handling and Ergonomics	
	Infection Control	
	Bullying and Harassment	
	Occupational Violence and Aggression	
	Personal Protective Equipment	
	Dangerous goods and Hazardous Substances	
Management Plans	Do you have a Pandemic and Covid Safety Plan in place	
	Do you have a Vaccination Program in place	
	Where required height access equipment is required do they hold appropriate Licences for Elevated work platforms and working at heights	
Mandatory Ongoing Compliance		
ALL Staff attending Southern Cross Sites will be required to have with them <ul style="list-style-type: none"> • Current Working with Vulnerable People Clearance 		
And where applicable high risk work licences for:		
<ul style="list-style-type: none"> • Elevated work platforms. 		
<ul style="list-style-type: none"> • Working at Heights. 		
<ul style="list-style-type: none"> • Forklift Truck. 		
<ul style="list-style-type: none"> • Crane Operators. 		
<ul style="list-style-type: none"> • Dogging & Rigging. 		

Schedule 6 – Evidence of Insurance

Tenderers must evidence insurance which meets the requirements of the contract. Any non-conformance must be identified in the statement of compliance.

Insurance Type	Insurer	Policy Number	Extent of Cover – Per Incident	Extent of Cover – In Aggregate	Expiry Date
Insert details based on requirements under contract (eg, public liability etc)					
Insert details based on requirements under contract (eg, public liability etc)					
Insert details based on requirements under contract (eg, public liability etc)					

Schedule 7 – Conflicts of Interest

The tenderer must signify whether; after having made all reasonable enquiries, it has any known actual or potential conflict of interest concerning itself or a related entity in respect of its tender or the provision of goods and/or services to SCC under the contract.

****There is no conflict of interest/conflicts of interest are specified below**.**

All conflicts of interest must be listed below.

Conflict	Basis of Conflict	Envisaged Duration of Conflict	Approach to Managing Conflict

Schedule 8 – Statement of Compliance

The tenderer must signify whether its tender is a Conforming Tender or a Non-Conforming Tender by striking out below that which is not applicable.

This tender is a ****Conforming Tender/Non-Conforming Tender****.

Should the tender be a Non-Conforming Tender, the tenderer must list below:

- All areas of non-conformance and the reasons for the non-conformance.
- All proposed amendments to the contract, including alternate wording proposed by the tenderer.

It is not sufficient for the tenderer to simply that note that a change is contemplated or that a provision is to be reviewed with SCC. The detail of all proposed variations must be stated.

Clause Reference	Area of Non-Conformance	Current Provision	Proposed Variation	Reason for Variation

Schedule 9 – KPI's

- Work completed in accordance with the time frames agreed with Southern Cross Care
- Work undertaken in accordance with WH&S Regulations
- Charges in accordance with contractual arrangements
- Completed work is of a quality standard relevant to the charges.
- Quarterly Inspections of relevant locations.
- Biannual contract reviews
- Satisfactory Independent Living Unit Cleans