



# City of Newcastle

**REQUEST FOR TENDER FOR CONTRACT N°: 2024/152T**  
**Online WHS Contractor Management Solution**

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**Submissions Close at 2pm on Tuesday 16<sup>th</sup> July 2024**

## Online WHS Contractor Management

### CONTRACT No. 2024/152T

1. **PURPOSE:** The purpose of this Request for Tender (RFT) is to invite submissions for the implementation of a City of Newcastle (CN) wide Online Work Health & Safety (WHS) Contractor Management Solution to ensure contractors are fully compliant (appropriate qualifications, insurances, permits and licences) to safely carry out work for City of Newcastle (CN). CN requires a WHS solution that offers a range of benefits including providing online inductions, Worker WHS documentation storage, certification, licences, permits, SWMS, training and training records, toolbox talks, risk assessments etc. It has been proposed that a staged implementation would be most appropriate to minimise change impact on the business and to review the project's success using accepted project management standards prior to further stages being implemented.
2. **INVITATION:** Persons willing to fulfil the requirements of the proposed contract are invited to submit a tender to the Council by the deadline, **2:00pm on Tuesday 16<sup>th</sup> July at 2pm**. Responsibility for lodgement of completed RFT documents by the deadline lies solely with the Vendor. RFT lodgement information is provided in this document. Council is not bound to accept the lowest tender or any tender submitted.
3. **INFORMATION:** All enquiries relating to this RFT must be directed to the nominated Council representative, David Richards via the online forum at [www.tenderlink.com/newcastle](http://www.tenderlink.com/newcastle)
4. **PRE-TENDER MEETING:** A pre-tender meeting will not be held.
5. **VENDORS TO NOTE:** In the preparation and submission of the tender and without limiting the Vendor's obligations, the Vendor shall:
  - submit a tender which includes all Schedules and any other declaration required filled in and signed, together with any other documents, information and details necessary to make the tender complete.
  - not submit a tender without a firm intention to proceed.
  - not engage in any form of collusive practice.
  - not directly or indirectly canvass support from an elected member or employee of Council at any time.
6. **LODGEMENT METHOD:**

Complete tenders (i.e. containing all completed schedules, documents, information and details required) shall be considered **ONLY** if received by:

Submissions must be lodged in the electronic Tender Box at [www.tenderlink.com/newcastle](http://www.tenderlink.com/newcastle) by the time and date nominated. (Respondents will receive a Successful Submission Receipt upon completion.)
7. **PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE:** The City of Newcastle is committed to protecting your privacy. We take all reasonable steps to comply with relevant legislation and Council policy.
  - Purpose:** The purpose being for the assessment of tenders (in accordance with the Local Government Act 1993 and the Local Government (General) Regulations 2005).
  - Intended recipients:** Authorised Council staff
  - Supply:** The voluntary supply of information required for the quotation process.
  - Consequence of non-provision:** Failure to provide information could result in the non-acceptance of your tender.
  - Access:** The information will be stored at Council's Administration Centre in accordance with the requirements of the State Records Act 1998. Individuals can request access to Council's files if they wish to review their information.
8. **CODE OF CONDUCT:** Vendors are advised that Newcastle City Council's Code of Conduct will apply to the successful Vendor. A copy of the Code is available at <http://www.newcastle.nsw.gov.au/Council/Our-Responsibilities/Code-of-Conduct>

Vendors should also be aware that they must abide by Council's Statement of Business Ethics. (A copy is available at <https://www.newcastle.nsw.gov.au/Newcastle/media/Contracts/NCC313-Statement-of-Business-Ethics.pdf>)

# Invitation to Tender



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9. **ASSESSMENT CRITERIA:** Council is not bound to accept the lowest tender or any tender submitted. Council, in its discretion, will accept the tender that it determines provides the most advantageous result. Tenders will be assessed on “conformity to the documentation” and “value for money” (the most cost-effective offer determined by considering all price and non-price factors relevant to the proposed contract).
  
  10. **CONDITIONS OF TENDER:** This Request for Tender is being issued under the conditions of the NSW Government ICT Services Scheme (SCM0020).
  
  11. **CONTRACT AGREEMENT:** The successful vendor will be required to enter into a Customer Contract with Council, under the terms of the NSW Procure IT Framework.



## **Service Specification**

# **Online WHS Contractor Management Solution**

Contract No.: 2024/152T

# Service Specification (2024/152T)

## 1. Preliminaries

### 1.1 Definitions

The following definitions are in addition to those of the Customer Contract (under the NSW Procure IT Framework):

“City of Newcastle” or “Council” or “CN” means the Buyer;

“Site” means an operational site/location of the Buyer;

“Vendor” or “Contractor” or “Service Provider” means the Seller.

### 1.2 Purpose

Provision of an online WHS contractor management solution (the "Solution") as outlined in this Service Specification.

### 1.3 Terms and Conditions

The Solution provided under this Agreement shall be in accordance with the requirements of the Customer Contract, under the terms of the NSW Government Procure IT Framework.

### 1.4 Contract Period

This Agreement shall be a for a fixed 3-year period, commencing from contract signing. CN, at its sole discretion, will have the option to extend the Contract Period for a further 2 x 1-year periods.

## 2. Background

### 2.1 Overview

The City of Newcastle (CN), a dynamic and community-focused local government organisation, is committed to ensuring the safety and wellbeing of its residents, employees, and contractors. As part of our ongoing dedication to Workplace Health and Safety (WHS) standards, we recognise the importance of implementing a robust Online WHS Contractor Management solution. The solution the City of Newcastle seeks will streamline our processes, enhance efficiency, and elevate safety protocols across all our projects and operations.

Our council manages numerous projects and contracts simultaneously, involving various contractors and subcontractors. Effective WHS management is imperative to mitigate risks, ensure compliance with regulations, and promote a safe working environment for everyone involved.

Through market research, it is recognized that different models are available allowing contractor pre-qualification and verification to be managed internally by CN or utilizing a third-party vendor. CN is looking to review submissions in relation to both options as part of its due diligence process. It is expected that vendors highlight in their submissions which model applies to the solution being offered.

### 2.2 Scope

The scope of work will be the successful implementation of a solution that allows contractors/subcontractors to register online and provide all necessary documentation such as insurances, licences and certifications prior to the commencement of any work undertaken for CN. This will initially be ~300 contractors. Access to this information needs to be accessible in real-time by CN representatives via a dedicated portal.

### 3. Functionality

The online WHS contractor management solution should encompass the following key aspects.

#### 3.1 Registration and Onboarding:

Capability for contractors to register online, providing necessary documentation such as insurance, licenses, and certifications.

User-friendly onboarding process to facilitate efficient registration and verification.

There must be adequate support for contractors who encounter difficulties during their registration or self-registration, the uploading of certificates or other documentation or any other accessibility issues. This is necessary to ensure contractors can complete the onboarding process smoothly and efficiently and comply with CN work health and safety standards and obligations.

The application must support notification features to inform contractors of their onboarding progress and any pending actions.

Features an admin dashboard to manage and monitor the contractor onboarding process, including the ability to review and approve or reject submitted information.

The application must feature a user-friendly interface that generates a link that leads contractors to a dedicated portal. Within this portal, contractors should be guided through a series of steps to complete their onboarding process. The application must also allow contractors to provide essential information such as personal details, certifications, qualifications, insurance documentation, and other necessary credentials.

#### 3.2 Pre-Qualification Assessment:

Ability to conduct pre-qualification assessments to evaluate contractors' WHS compliance, past performance, and adherence to relevant standards.

Customisable assessment criteria aligned with industry regulations and council requirements.

#### 3.3 Compliance Tracking:

Centralised repository for storing and tracking contractor compliance documents, including licenses, permits, and certifications.

Automated reminders for document expiration and renewal to ensure ongoing compliance.

Proactive compliance management by the vendor, including personal follow-ups via phone or email if contractors do not respond to system-generated reminders (if applicable)

#### 3.4 Performance Monitoring and Evaluation:

Dashboard with key performance indicators (KPIs) to monitor contractor performance in terms of safety records, incident rates, and compliance metrics.

Reporting capabilities to generate custom reports for performance evaluation and trend analysis.

#### 3.5 WHS Induction Training

Provision for online WHS induction training modules that contractors must complete before commencing work.

Tracking and documentation of training completion to ensure all contractors are properly inducted.

#### 3.6 User Experience

The proposed application must feature user-friendly software and a mobile application that ensures ease of use and intuitiveness for individuals with diverse backgrounds and varying levels of technological expertise. The primary objective is to create an inclusive and user-friendly contractor induction application that accommodates individuals from various backgrounds and literacy levels, ensuring their safety and effectiveness in the workplace.

### 3.7 Management of Licences, qualifications, and insurances

The application must feature a user-friendly interface and must include the ability for contractors to securely upload essential documents such as licenses, certificates, and qualifications, Traffic Control Plans, Project Management Plan (inclusive of Quality, Safety, and Environment documentation), Road Occupancy License, risk assessments, Safe Work Method Statements (SWMS), Workers Compensation certificates, and Professional Indemnity as well as Public Liability insurance details. Furthermore, the system should offer a dedicated function allowing CN staff to view and endorse contractors' training and qualifications when engaging them for work, all accessible via a mobile device.

### 3.8 ID and competency verification

The CN responsible person will have the option to verify the supplier/contractor's identity and relevant competencies against all the evidence that has been uploaded. E.g. Driver's Licence, Passport, Proof of Age Card and certificates of competency. This verification process would be exclusively a 'check-only' function, and there would be no requirement to store any of the supplier/contractor's information.

### 3.9 Proactive Compliance Management

Suppliers/contractors are alerted when their policies and licenses are about to expire e.g. at 30 days and then, if necessary, at 7 days. There should be functionality to adjust or add more reminders.

### 3.10 Online Capability

The requirements for the new contractor induction application for CN should primarily focus on providing an efficient and user-friendly online platform. The application should be designed to grant both contractors and CN staff seamless access to essential functionalities. The system must eliminate the need for paper-based forms, ensuring that all induction processes, information submission, and documentation exchange occur exclusively within the digital environment.

Contractors must be able to complete their inductions, submit required documents, and access relevant resources online, without any manual paperwork. Simultaneously, CN representatives must not be burdened with manually uploading documentation.

The application must enable automated document submission and validation, streamlining the induction process for all stakeholders. Overall, the new induction application should prioritise a paperless, user-friendly, and efficient experience for contractors and CN staff.

### 3.11 Online WHS induction capability

The solution must have an online eLearning capability designed to facilitate the seamless onboarding and training of contractors within the organisation. The primary objective is to create a user-friendly, accessible, and engaging digital environment for contractors to complete their mandatory induction process. The application should support a range of training modules, including safety protocols, compliance regulations, company policies, and specific job-related instructions.

The solution should be compatible with various devices, easily navigable, and incorporate multimedia elements to enhance the learning experience. It should also offer assessments, quizzes, and evaluations to ensure contractors' comprehension and compliance with the organization's standards.

The solution should be designed to accommodate a variety of work locations and their unique safety protocols, policies, and procedures. This means that the platform should allow for customization at the site level, enabling administrators to tailor the content and modules to the specific needs and regulations of each location.

### 3.12 Onsite audit check

The solution must offer a feature allowing Contractor Managers or Coordinators to perform ad hoc on-site audits using their mobile devices. This audit functionality must be user-friendly, enabling real-time assessments of work being conducted by contractors while also offering the capability to capture and store relevant data.

The solution should also include a Contractor Skills Matrix that provides a comprehensive overview of each contractor's skillset, qualifications, and certifications. This matrix will serve as a reference point for assigning appropriate tasks and ensuring contractors possess the necessary skills for their assignments. The Skills Matrix should be customizable and regularly updated to maintain the accuracy of contractor profiles.

### 3.13 Real-time status check

The solution must include a real-time status check feature that allows for instant verification of a contractor's pre-qualifications when they arrive on site. This functionality should be accessible through a mobile device, enabling real-time validation without relying on paper-based solutions.

The solution is to offer an easily identifiable system for determining the current status of mandatory requirements. To achieve this, ideally, a color-coded system should be implemented, where "Green" signifies that the requirements are current, "Amber" indicates that the requirements are nearing expiry, and "Red" signifies that the requirements have expired.

### 3.14 Dashboard

A dedicated dashboard view, which provides an overview of all contractors and their compliance statuses. The dashboard should offer a clear and concise summary, allowing contractor managers to promptly identify any issues related to the insurance and certification status of contractors. This dashboard must be adaptable and configurable.

### 3.15 Emergency Response Procedure

This solution should allow contractors to easily submit their ERP documents, ensuring compliance with safety regulations and standards. The system should feature a user-friendly interface for uploading, updating, and managing their ERP documents, as well as the capability to attach relevant files and documentation.

The solution should enable CN staff to access, review, and provide feedback on submitted ERP documents. This functionality should include document version control, tracking of review status, and a feedback mechanism to streamline the approval process. Security and data privacy measures must be incorporated to protect sensitive information. Additionally, the system should generate notifications and reminders for contractors to maintain up-to-date ERP documents.

### 3.16 Policies and Procedures Access

The solution must provide contractors with easy access to company policies, procedures, and safety guidelines. This information should be organised, searchable, and kept up-to-date and be made available to all workers through company mobile devices

### 3.17 Safety Observations

The solution should enable users to report safety observations in real-time. It should support the collection of data on incidents, near-misses, and hazards, and allow for immediate notification and follow-up by safety personnel.

### 3.18 Checklist and Inspections

The solution must allow for creating and managing checklists and inspection templates that can be customised to match specific requirements and safety standards.

### 3.19 Audit Capability

The solution should support the scheduling, execution, and tracking of safety audits. It should allow auditors to record findings, assign corrective actions, and monitor the progress of these actions.

### 3.20 Safety Meetings

CN staff should be able to schedule and record safety-related meetings through the solution. This feature should also allow for attendance tracking, documentation of meeting content, and sharing of meeting.



## 4. Service Levels

### 4.1 General

The vendor will deliver the Solution within the Service Level requirements as set out in Attachment A.

The vendor will always manage and operate the services to meet or exceed these Service Levels during the term of the Agreement. The agreed levels are the minimum Service Levels; the Contractor's objectives should be to exceed these levels where possible.

Where the Service Level (for same service) does not meet the minimum Service level Agreement (SLA) requirements for 2 consecutive months, the vendor will produce a service improvement plan at the next monthly meeting. The cost of service improvement (for failed SLA) will be borne by the vendor.

### 4.2 Incident and Service Request Management.

The vendor will maintain a comprehensive incident and service request management platform.

The vendor will perform all functions, processes and responsibilities necessary to receive, document, manage, fulfil, close and report on each Service Request through its entire receipt-to-close-out lifecycle.

Delegated CN representatives will be provided access to faults and system issues. The vendor will respond to these issues as per the stated SLAs. The CN representative will have the ability to review existing and closed issues and to extract reporting on these.

### 4.3 Service Hours

Subject to unless otherwise agreed in writing with CN through the Change Request process, the vendor will provide the solution during the following hours (the Service Hours) on Business Days:

Service Desk – 8:00 am to 6:00 pm Business days;

Application Services are provided 24 hours/day x 365 days/year for Priority 1 incidents;

All other services for Priority 2, 3 and 4 incidents are provided during 7:00 AM to 17:00 PM AEST, Monday to Friday

Service Management -9:00 AM to 17:00 PM AEST, Monday to Friday.

## 5. Meetings and Reporting

### 5.1 Quarterly Review Meeting

A Quarterly Review meeting will be conducted by the vendor's account representatives and CN's assigned representatives.

The purpose of that meeting will be to review contract requirements including:

- Review the vendor performance against the contracted SLA levels;
- Review status of agreed changes; and
- Discuss any upcoming solution upgrades and future roadmap.

### 5.2 Report Schedules

Report	Contents	Frequency	Source
<b>Financial Report</b>	Financial report (invoice) and detail invoicing information	Monthly –within 10 business days of the following month	Contractor Invoice
<b>Quarterly Review</b>	Performance against SLA	Quarterly –within 10 business days	Service Level Reports and Contract variations

## Attachment A: Service Level Agreement

### A1. General

The purpose of the SLA is to define, document, agree, measure, report and review the performance of the vendor. The definition and management of the SLA is an integral part of the governance of this Agreement.

### A2. Priority Level

Priority is determined by the Impact and Urgency of the incident. The matrix below is used to determine the Priority of the Incident which in turn defines the associated response and resolution times.

Priority		Impact			
		Critical	High	Medium	Low
Urgency	Critical	1 Critical	1 Critical	2 High	3 Medium
	High	1 Critical	2 High	2 High	3 Medium
	Medium	2 High	3 Medium	3 Medium	4 Low
	Low	3 Medium	4 Low	4 Low	4 Low

### A3. Response and Resolution Requirements

The priority of an incident or request determines the necessary response and resolution timeframes required from the vendor. Escalation is invoked when an incident or request is unlikely to be or has not been, met.

Note that response and resolution time includes the time taken to be processed through the Service Desk.

#### a. Priority Level Descriptions

The following table describes the response and resolution targets in business hours and the associated business user status update times.

Priority Level	Response Time (Request)	Response Time (Incident)	Resolution Target (Request)	Resolution Target (Incident)	Status Update
1 Critical	30 Minutes	15 Minutes	4 Business Hours	2 hours *	30 minutes
2 High	45 Minutes	30 Minutes	2 Business Days	4 hours	1 hour
3 Medium	60 Minutes	60 Minutes	4 Business Days	2 Business Day	1 day
4 Low	1 Day	1 Day	8 Business Days	4 Business Day	2 days

#### b. Response Time

Response time refers to the agreed maximum amount of time that the vendor will take to provide an initial response to the user to acknowledge receipt of the incident into the appropriate resolver group and log the incident.

c. Resolution Target

Resolution target is the time constraints within which the vendor will endeavour to resolve an incident or fulfil a service request.

Should this time be exceeded or is likely to be exceeded the vendor must advise the user and escalate to CN as per the Table below on Escalation Requirements. This may be as agreed with the CN representative, by exception.

Resolution of service may be achieved by the introduction of a workaround Workarounds must be documented and made available for future reference through problem record or known error record.

**A4. Service Level Targets**

The following Table provides the Service Levels to be achieved by the vendor.

Priority	SLA Response	SLA Resolved
1 Critical	98% responded within 30 minutes	95% resolved within 4 business hours
2 High	98% responded within 45 minutes	95% resolved within 2 business days
3 Medium	98% responded within 60 minutes	95% resolved within 4 business days
4 Low	98% responded with 24 hours	95% resolved within 8 business days



## RFT Response Schedules

### Online WHS Contractor Management Solution

Contract No.: 2024/152T

I/we accept the requirements as per the RFT

<b>Name:</b>	
<b>Title:</b>	
<b>Signature of Vendor's Authorised Officer:</b>	

## 1. Vendor's Contact details

<b>Name of Vendor:</b>	
<b>Address of registered office:</b>	
<b>Australian Business Number (ABN):</b>	
<b>Primary contact person</b>	
<b>Telephone:</b>	
<b>Mobile telephone</b>	
<b>Email:</b>	
<b>Date:</b>	

## 2. Executive Summary

**Provide a brief executive summary providing an overview of your proposal and your organisation's experience in delivering the requirements as set out in the Service Specification.**

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### 3. Tender Price

Provide a price to undertake all the requirements, tasks and obligations as set out in the Brief. (Note: All pricing shall remain fixed for the period of the contract, not subject to rise & fall and be inclusive of GST.)

<b>Planning/Configuration</b>	<b>\$ (inc GST)</b>
Assumptions:	
<b>Solution Implementation</b>	<b>\$ (inc GST)</b>
Assumptions:	
<b>Subscription Fees (ongoing)</b>	<b>\$ (inc GST)</b>
Assumptions:	
<b>TOTAL (inc. GST)</b>	

### 4. Assumptions

- The vendor will work with the CN Project team to deliver the project.
- The vendor will have experience in developing API's and integrating with third party systems.
- The solution will meet CN information Security policy and other relevant standards or compliance requirements.
- Engagement via the service providers terms and conditions will be acceptable to CN
- CN will retain Intellectual property of uploaded induction content.

## 5. Compliance with Service Specification Requirements

Please fill in all the required fields

Compliance	Function	Requirement	Response Yes/No
Mandatory	User experience	<p>The proposed solution must feature user-friendly software and a mobile application that ensures ease of use and intuitiveness for individuals with diverse backgrounds and varying levels of technological expertise.</p> <p>The primary objective is to create an inclusive and user-friendly contractor induction application that accommodates individuals from various backgrounds and literacy levels, ensuring their safety and effectiveness in the workplace.</p>	
Mandatory	Registration and Onboarding	The solution must feature a user-friendly interface that generates a link that leads contractors to a dedicated portal. Within this portal, contractors should be guided through a series of steps to complete their onboarding process. The application must also allow contractors to provide essential information such as personal details, certifications, qualifications, insurance documentation, and other necessary credentials.	
Mandatory	Registration and Onboarding	Feature an admin dashboard to manage and monitor the contractor onboarding process, including the ability to review and approve or reject submitted information.	
Mandatory	Registration and Onboarding	The solution must support notification features to inform contractors of their onboarding progress and any pending actions.	
Mandatory	Registration and Onboarding	<p>There must be adequate support for contractors who encounter difficulties during their registration or self-registration, the uploading of certificates or other documentation or any other accessibility issues.</p> <p>This is necessary to ensure contractors can complete the onboarding process smoothly and efficiently and comply with CN work health and safety standards and obligations.</p>	
Mandatory	Management of Licenses Certificates Qualifications Insurances	This solution must feature a user-friendly interface and must include the ability for contractors to securely upload essential documents such as licenses, certificates, and qualifications, Traffic Control Plans, Project Management Plan (inclusive of Quality, Safety, and Environment documentation), Road Occupancy License, risk assessments, Safe Work Method Statements (SWMS), Workers Compensation	

		certificates, and Professional Indemnity as well as Public Liability insurance details. Furthermore, the system should offer a dedicated function allowing CN staff to view and endorse contractors' training and qualifications when engaging them for work, all accessible via a mobile device.	
Mandatory	ID and competency verification	The CN responsible person will have the option to verify the supplier/contractor's identity and relevant competencies against all the evidence that has been uploaded. E.g. Driver's Licence, Passport, Proof of Age Card and certificates of competency. This verification process would be exclusively a 'check-only' function, and there would be no requirement to store any of the supplier/contractor's information.	
Mandatory	Proactive compliance management	Suppliers/contractors are alerted when their policies and licenses are about to expire e.g. at 30 days and then, if necessary, at 7 days. There should be functionality to adjust or add more reminders.	
Optional	Proactive compliance management	The solution vendor will ensure the supplier/contractor, policies, certifications, and licenses are both compliant and valid and record the status of each supplier/contractor's non-compliance and report any issues or discrepancies to the responsible officer at CN.	
Mandatory	Online capability	The requirements for the new contractor induction solution for CN should primarily focus on providing an efficient and user-friendly online platform. The application should be designed to grant both contractors and CN staff seamless access to essential functionalities. The system must eliminate the need for paper-based forms, ensuring that all induction processes, information submission, and documentation exchange occur exclusively within the digital environment.	
Mandatory	Online capability	Contractors must be able to complete their inductions, submit required documents, and access relevant resources online, without any manual paperwork. Simultaneously, CN representatives must not be burdened with manually uploading documentation.	
Mandatory	Online capability	The solution must enable automated document submission and validation, streamlining the induction process for all stakeholders. Overall, the new induction application should prioritise a paperless, user-friendly, and efficient experience for contractors and CN staff.	
Mandatory	Online WHS induction capability	The solution must have an online eLearning capability designed to facilitate the seamless onboarding and training of contractors within the organisation. The	



		primary objective is to create a user-friendly, accessible, and engaging digital environment for contractors to complete their mandatory induction process. The application should support a range of training modules, including safety protocols, compliance regulations, company policies, and specific job-related instructions.	
Mandatory	Online WHS induction capability	The solution should be compatible with various devices, easily navigable, and incorporate multimedia elements to enhance the learning experience. It should also offer assessments, quizzes, and evaluations to ensure contractors' comprehension and compliance with the organisation's standards.	
Mandatory	Online WHS induction capability	The solution should be designed to accommodate a variety of work locations and their unique safety protocols, policies, and procedures. This means that the platform should allow for customisation at the site level, enabling administrators to tailor the content and modules to the specific needs and regulations of each location.	
Mandatory	Onsite audit check	The solution must offer a feature allowing Contractor Managers or Coordinators to perform ad hoc on-site audits using their mobile devices. This audit functionality must be user-friendly, enabling real-time assessments of work being conducted by contractors while also offering the capability to capture and store relevant data.	
Mandatory	Onsite audit check	The solution should also include a Contractor Skills Matrix that provides a comprehensive overview of each contractor's skillset, qualifications, and certifications. This matrix will serve as a reference point for assigning appropriate tasks and ensuring contractors possess the necessary skills for their assignments. The Skills Matrix should be customisable and regularly updated to maintain the accuracy of contractor profiles.	
Mandatory	Real-time status check	The solution must include a real-time status check feature that allows for instant verification of a contractor's pre-qualifications when they arrive on site. This functionality should be accessible through a mobile device, enabling real-time validation without relying on paper-based solutions.	
Mandatory	Real-time status check	The solution is to offer an easily identifiable system for determining the current status of mandatory requirements. To achieve this, ideally, a color-coded system should be implemented, where "Green" signifies that the requirements are current, "Amber" indicates that the requirements are nearing expiry,	

		and "Red" signifies that the requirements have expired.	
Mandatory	Dashboard	A dedicated dashboard view, which provides an overview of all contractors and their compliance statuses. The dashboard should offer a clear and concise summary, allowing contractor managers to promptly identify any issues related to the insurance and certification status of contractors. This dashboard must be adaptable and configurable.	
Mandatory	Emergency Response Procedures	This solution should allow contractors to easily submit their ERP documents, ensuring compliance with safety regulations and standards. The system should feature a user-friendly interface for uploading, updating, and managing their ERP documents, as well as the capability to attach relevant files and documentation.	
Mandatory	Emergency Response Procedures	The solution should enable CN staff to access, review, and provide feedback on submitted ERP documents. This functionality should include document version control, tracking of review status, and a feedback mechanism to streamline the approval process. Security and data privacy measures must be incorporated to protect sensitive information. Additionally, the system should generate notifications and reminders for contractors to maintain up-to-date ERP documents.	
Mandatory	Policies and Procedures Access	The solution must provide contractors with easy access to company policies, procedures, and safety guidelines. This information should be organised, searchable, and kept up-to-date and be made available to all workers through company mobile devices.	
Mandatory	Safety Observations	The solution should enable users to report safety observations in real-time. It should support the collection of data on incidents, near-misses, and hazards, and allow for immediate notification and follow-up by safety personnel.	
Mandatory	Checklist and Inspections	The solution must allow for creating and managing checklists and inspection templates that can be customised to match specific requirements and safety standards.	
Mandatory	Audit Capability	The solution should support the scheduling, execution, and tracking of safety audits. It should allow auditors to record findings, assign corrective actions, and monitor the progress of these actions.	

Mandatory	Safety Meetings	CN staff should be able to schedule and record safety-related meetings through the solution. This feature should also allow for attendance tracking, documentation of meeting content, and sharing of meeting minutes and action management.	
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<b>6. Capability</b>	
<b>Company Summary</b> State number of years your organisation has been in business	
<b>Knowledge of and experience in the industry:</b> Provide details of your organisation's relevant experience	
<b>Staff resources</b> Provide a brief outline of the staff numbers, responsibilities etc to meet the requirements of this Agreement.	
Is your organisation a Local Business? ( <u>Local Business</u> means a business that either has a branch office or head office physically located within the Newcastle Local Government Area, or the Local Government Areas of Lake Macquarie, Port Stephens, Cessnock or Maitland.)	
Is your organisation an Aboriginal-Owned Business? ( <u>Aboriginal-Owned Business</u> means a business that is recognised/accredited by either the NSW Indigenous Chamber of Commerce or the First Australians Chamber of Commerce and Industry.)	(If yes, please attach details or evidence of your organisation's accreditation.)
Is your organisation a Disability Employment Organisation? ( <u>Disability Employment Organisation</u> (or Australian Disability Enterprise) means a business that is approved as a disability employment organisation under the <i>Public Works and Procurement Regulation 2019</i> .)	(If yes, please attach details or evidence of your organisation's accreditation.)

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## 7. Response Requirements/Attachments

Vendors are required to include the following information/attachments to their tender response.	Reference to Specifications	Delivery Requirement	Fully Comply/ Partial Compliance/ Non- Compliance	Response (Maximum 250 words with pdf picture presentations not included in word count)
Background / General Information	Sect 1 - Background Sect 2 - Scope Sect 3 - Deliverables	Introduce the organisation and outline relevant experience with delivering an enterprise wide WHS solution		
Scope	Sect 2 - Scope Sect 2.1 - Registration and Onboarding	Capability for contractors to register online, providing necessary documentation such as insurance, licenses, and certifications.		
Scope	Sect 2 - Scope Sect 2.1 - Registration and Onboarding	User-friendly onboarding process to facilitate efficient registration and verification.		
Scope	Sect 2 - Scope Sect 2.1 - Registration and Onboarding	The solution must support notification features to inform contractors of their onboarding progress and any pending actions.		
Scope	Sect 2 - Scope Section 2.1 - Registration and Onboarding	The solution must feature a user-friendly interface that generates a link that leads contractors to a dedicated portal. Within this portal, contractors should be guided through a series of steps to complete their onboarding process. The solution must also allow contractors to provide essential information such as personal details, certifications, qualifications, insurance documentation, and other necessary credentials.		
Scope	Sect 2 - Scope	Ability to conduct pre-qualification assessments to evaluate contractors' WHS compliance, past		

	Sect 2.2 - Pre- Qualification Assessment	performance, and adherence to relevant standards.		
Scope	Sect 2 - Scope Sect 2.2 - Pre- Qualification Assessment	Customisable assessment criteria aligned with industry regulations and council requirements		
Scope	Sect 2 - Scope Sect 2.3 - Compliance Tracking	Centralised repository for storing and tracking contractor compliance documents, including licenses, permits, and certifications.		
Scope	Sect 2 - Scope Sect 2.3 - Compliance Tracking	Automated reminders for document expiration and renewal to ensure ongoing compliance.		
Scope	Sect 2 - Scope Sect 2.4 - Incident Reporting and Investigation	Integrated solution for reporting and documenting workplace incidents, accidents, and near misses		
Scope	Sect 2 - Scope Sect 2.4 - Incident Reporting and Investigation	Workflow for conducting thorough investigations, identifying root causes, and implementing corrective actions.		
Scope	Sect 2 - Scope Sect 2.5 - Performance Monitoring and Evaluation	Dashboard with key performance indicators (KPIs) to monitor contractor performance in terms of safety records, incident rates, and compliance metrics.		
Scope	Sect 2 - Scope Sect 2.5 - Performance Monitoring and Evaluation	Reporting capabilities to generate custom reports for performance evaluation and trend analysis.		
Scope	Sect 2 - Scope Sect 2.6 -User Experience	The proposed solution must feature user-friendly software and a mobile application that ensures ease of use and intuitiveness for individuals with diverse backgrounds and varying levels of		

		<p>technological expertise. The primary objective is to create an inclusive and user-friendly contractor induction application that accommodates individuals from various backgrounds and literacy levels, ensuring their safety and effectiveness in the workplace.</p>		
Scope	<p>Sect 2 - Scope Sect 2.7 - Management of licences, qualifications, and insurances</p>	<p>The solution must feature a user-friendly interface and must include the ability for contractors to securely upload essential documents such as licenses, certificates, and qualifications, Traffic Control Plans, Project Management Plan (inclusive of Quality, Safety, and Environment documentation), Road Occupancy License, risk assessments, Safe Work Method Statements (SWMS), Workers Compensation certificates, and Professional Indemnity as well as Public Liability insurance details. Furthermore, the system should offer a dedicated function allowing CN staff to view and endorse contractors' training and qualifications when engaging them for work, all accessible via a mobile device.</p>		
Scope	<p>Sect 2 - Scope Sect 2.8 ID and competency verification</p>	<p>The CN responsible person will have the option to verify the supplier/contractor's identity and relevant competencies against all the evidence that has been uploaded. E.g. Driver's Licence, Passport, Proof of Age Card and certificates of competency. This verification process would be exclusively a 'check-only' function, and there would be no requirement to store any of the supplier/contractor's information.</p>		
Scope	<p>Sect 2 - Scope</p>	<p>Suppliers/contractors are alerted when their policies and licenses are about to expire e.g. at 30</p>		

	Sect 2.9 - Proactive Compliance Management	days and then, if necessary, at 7 days. There should be functionality to adjust or add more reminders.		
Scope	Sect 2 - Scope Sect 2.10 - Online Capability	Contractors must be able to complete their inductions, submit required documents, and access relevant resources online, without any manual paperwork. Simultaneously, CN representatives must not be burdened with manually uploading documentation		
Scope	Sect 2 - Scope Sect 2.10 - Online Capability	The solution must enable automated document submission and validation, streamlining the induction process for all stakeholders. Overall, the new induction application should prioritize a paperless, user-friendly, and efficient experience for contractors and CN staff.		
Scope	Sect 2 - Scope Sect 2.11 - Online WHS induction capability	The solution must have an online eLearning capability designed to facilitate the seamless onboarding and training of contractors within the organization. The primary objective is to create a user-friendly, accessible, and engaging digital environment for contractors to complete their mandatory induction process. The application should support a range of training modules, including safety protocols, compliance regulations, company policies, and specific job-related instructions.		
Scope	Sect 2 - Scope Sect 2.11 - Online WHS induction capability	The solution should be compatible with various devices, easily navigable, and incorporate multimedia elements to enhance the learning experience. It should also offer assessments, quizzes, and evaluations to ensure contractors' comprehension and compliance with the organization's standards.		



Scope	Sect 2 - Scope Sect 2.11 - Online WHS induction capability	The solution should be designed to accommodate a variety of work locations and their unique safety protocols, policies, and procedures. This means that the platform should allow for customization at the site level, enabling administrators to tailor the content and modules to the specific needs and regulations of each location.		
Scope	Sect 2 - Scope Sect 2.12 - Onsite audit check	The solution must offer a feature allowing Contractor Managers or Coordinators to perform ad hoc on-site audits using their mobile devices. This audit functionality must be user-friendly, enabling real-time assessments of work being conducted by contractors while also offering the capability to capture and store relevant data.		
Scope	Sect 2 - Scope Sect 2.12 - Onsite audit check	The solution should also include a Contractor Skills Matrix that provides a comprehensive overview of each contractor's skillset, qualifications, and certifications. This matrix will serve as a reference point for assigning appropriate tasks and ensuring contractors possess the necessary skills for their assignments. The Skills Matrix should be customizable and regularly updated to maintain the accuracy of contractor profiles.		
Scope	Sect 2 - Scope Sect 2.13 - Real-time status check	The solution must include a real-time status check feature that allows for instant verification of a contractor's pre-qualifications when they arrive on site. This functionality should be accessible through a mobile device, enabling real-time validation without relying on paper-based solutions.		

Scope	Sect 2 - Scope Sect 2.13 - Real-time status check	The solution is to offer an easily identifiable system for determining the current status of mandatory requirements. To achieve this, ideally, a color-coded system should be implemented, where "Green" signifies that the requirements are current, "Amber" indicates that the requirements are nearing expiry, and "Red" signifies that the requirements have expired.		
Scope	Sect 2 - Scope Sect 2.14 - Dashboard	A dedicated dashboard view, which provides an overview of all contractors and their compliance statuses. The dashboard should offer a clear and concise summary, allowing contractor managers to promptly identify any issues related to the insurance and certification status of contractors. This dashboard must be adaptable and configurable.		
Scope	Sect 2 - Scope Sect 2.15 - Emergency Response Procedures	This solution should allow contractors to easily submit their ERP documents, ensuring compliance with safety regulations and standards. The system should feature a user-friendly interface for uploading, updating, and managing their ERP documents, as well as the capability to attach relevant files and documentation.		
Scope	Sect 2 - Scope Sect 2.15 Emergency Response Procedures	The solution should enable CN staff to access, review, and provide feedback on submitted ERP documents. This functionality should include document version control, tracking of review status, and a feedback mechanism to streamline the approval process. Security and data privacy measures must be incorporated to protect sensitive information. Additionally, the system should generate notifications and reminders for		

		contractors to maintain up-to-date ERP documents.		
Scope	Sect 2 - Scope Sect 2.16 - Policies & Procedures Access	The solution must provide contractors with easy access to company policies, procedures, and safety guidelines. This information should be organised, searchable, and kept up-to-date and be made available to all workers through company mobile devices.		
Scope	Sect 2 - Scope Sect 2.17 - Safety Observations	The solution should enable users to report safety observations in real-time. It should support the collection of data on incidents, near-misses, and hazards, and allow for immediate notification and follow-up by safety personnel.		
Scope	Sect 2 - Scope Sect 2.18 - Checklist and Inspections	The solution must allow for creating and managing checklists and inspection templates that can be customised to match specific requirements and safety standards.		
Scope	Sect 2.19 - Audit Capability	The solution should support the scheduling, execution, and tracking of safety audits. It should allow auditors to record findings, assign corrective actions, and monitor the progress of these actions.		
Scope	Sect 2.20 - Safety Meetings	CN staff should be able to schedule and record safety-related meetings through the solution. This feature should also allow for attendance tracking, documentation of meeting content, and sharing of meeting minutes and action management.		
Deliverables	Sect 3 - Deliverables Sect 4 - Expected Duration of Works / Key Milestones	High-level project plan that meets with councils proposed deployment timeline.		

Deliverables	Sect 3 - Deliverables	Configuration of user roles and permissions to ensure appropriate access levels for council staff and contractors.		
Deliverables	Sect 3 - Deliverables	Training sessions for council administrators and end-users on system functionality and best practices.		
Deliverables	Sect 3 - Deliverables	Ongoing technical support and maintenance services, including troubleshooting, solution updates, and enhancements.		
Deliverables	Sect 3 - Deliverables	Documentation outlining solution functionalities, procedures, and troubleshooting guidelines.		
General	All	Any other relevant commentary		

## 8. Security Standards Requirements

Standard	Solution Requirement	Your Response
<b>ISO/IEC 62443</b> Series of standards on the cyber security of industrial automation and control systems	<input type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
<b>ISO/IEC 27001</b> Information technology – Security techniques – Code of practice for information security controls based on ISO/IEC 27002 for cloud services	<input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
<b>ISO/IEC 27017</b> Information technology – Security techniques – Code of practice for information security controls based on ISO/IEC 27002 for cloud services	<input type="checkbox"/> Mandatory <input checked="" type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
<b>ISO/IEC 27018</b> Information technology – Security techniques – Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors	<input type="checkbox"/> Mandatory <input checked="" type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
<b>ISO/IEC 27032</b> Information technology – Security techniques – Guidelines for cybersecurity	<input type="checkbox"/> Mandatory <input checked="" type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
American Institute of Certified Public Accountants ( <b>AICPA</b> ) <b>SOC 2</b> – System and Organization Controls (SOC) for Service Organizations: Trust Services Criteria	<input type="checkbox"/> Mandatory <input checked="" type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
National Institute of Standards and Technology ( <b>NIST</b> ) <b>SP 800-53</b> Rev.4 Security and Privacy Controls for Federal Information Systems and Organisations	<input type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
Payment Card Industry Data Security Standards ( <b>PCI DSS</b> ) published by the PCI Security Standards Council, present or future	<input type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
Public Health Information (PHI) Health Informatics standard <b>ISO/TS 17975:2022</b>	<input type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant

		<input type="checkbox"/> Not Certified / Compliant
<b>Australian Data Sovereignty</b> , being all data is kept in Australian Data centres that are physically located in Australia (data residency), and only accessible by Australian people and companies.	<input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
Manage all personal information in accordance with the <b><u>Privacy and Personal Information Protection Act 1998</u></b> (inc Privacy Amendment Act 2012 & 2017) and the <b><u>Information Protection Principles</u></b> and when required, comply with the <b><u>Health Records and Information Privacy Act 2002</u></b> and the <b><u>Health Privacy Principles</u></b> governing health information	<input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not Certified / Compliant
Information Security Registered Assessors Program (IRAP) Security Assessment (specify Protected or Unclassified DLM Certification requirement)	<input type="checkbox"/> Mandatory <input type="checkbox"/> Desirable <input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> Certified <input type="checkbox"/> Compliant <input type="checkbox"/> Not required at this time

## 9. Minimum Service Level (all being minimum support requirements)

Standard	Required	Your Response
<b>Service Desk</b>	Support Availability Hours - 8.00am to 5.00pm M-F AEST	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Initial Response Times for Services / Solution / Application P1: Critical (Down / Unavailable) - 15 Minutes P2: High (Serious Degradation) - 45 Minutes P3: Moderate Impact - 2 Business Hours P4: Low Impact / Inquiry - 8 Business Hours	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Target Resolution Times for Services / Solution / Application P1: Down / Unavailable - 4 Business Hours P2: Serious Degradation - 8 Business Hours P3: Moderate Impact - 3 Business Days P4: Low Impact / Inquiry - 4 Business Days	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>Network</b>	Network Availability / Uptime	<input type="checkbox"/> Less than 99.9% but greater than or equal to 99.0% <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>IaaS, PaaS, Hosting</b>	Instance Availability Platform Availability	<input type="checkbox"/> Less than 99.9% but greater than or equal to 99.0% <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>Application</b>	Stability 99.80% but greater than or equal to 99.5 % of app sessions being crash-free	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable

	<p>Patching Management</p> <ul style="list-style-type: none"> <li>• High - Initiated within 24 hrs of Release and completed within 1 business week.</li> <li>• Medium - Initiated within 1 business week of Release and completed within 1 month.</li> <li>• Low - Initiated within 1 month of Release and completed within 2 months of patch release</li> </ul>	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>IT Service Continuity</b>	MTO - Maximum Tolerable Outage 24 Hours	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	RTO - Recovery Time Objective 4 Hours	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	RPO - Recovery Point Objective Minimum 12 hours	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>Information Security Management (ISM)</b>	Central user authentication. Ensure that the electronic identities of all internal CN users are established through the City of Newcastle's Identity and Access Management tool before allowing access to the solution. City of Newcastle use Microsoft Entra ID (Formally Azure AD)	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Central user authentication - Ability to utilise SCIM for the creation of CN users.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Controlled access - Ensure that access to information and functionality is restricted through access levels that incorporate segregation of incompatible duties.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Protection against malware - Ensure that the solution is protected from viruses and malicious code.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Logging of security incidents - Ensure that the solution records information related to potential or actual security incidents.	<input type="checkbox"/> Meets or Exceeds



		<input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Non-repudiation - Ensure that the solution can record details of system events and the responsible individual such that they cannot deny that the event took place.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Encryption of stored data - Ensure that sensitive information is encrypted in order to protect the operations and privacy of the City of Newcastle and CN IT stakeholders.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Encryption of transmitted data - Ensure that all data that is not generally available to the public that is to be transmitted over the Internet is encrypted.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Hardware security - Ensure that hardware is physically secure and kept cool and dry.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Data accuracy - Ensure that all data held or transported by the solution is kept complete, accurate and valid.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
	Testing and verification of components - Ensure that all components of the solution are tested for security vulnerabilities, mis-configurations and control weaknesses and that all known issues are identified and corrected.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>Support users with disabilities</b>	Ensure that the solution can be accessed by users with disabilities in accordance with the Australian Disability Discrimination Act (Cth) 1992, NSW Disability Inclusion Act 2014 No 41 and the NSW Anti-Discrimination Act 1977 No 48. Compliance to be assessed against WCAG 2.1 AA.	<input type="checkbox"/> Meets or Exceeds <input type="checkbox"/> Does NOT Meet <input type="checkbox"/> Not Applicable
<b>Sustainability</b>	<b>Recyclability:</b> Percentage of materials in the product that can be recycled or reused at EOL  <small>(Sum for each product (Weight of a product unit x Proportion of recyclable content x Units produced) / Sum for each product (Weight of a product unit x Units produced) x 100)</small>	<input type="checkbox"/> 0 - 35% <input type="checkbox"/> 36 - 70% <input type="checkbox"/> 71 - 100%
	<b>Recycled content:</b> Percentage of recycled materials used in the production of the final product.	<input type="checkbox"/> 0 - 35%

		<input type="checkbox"/> 36 - 70% <input type="checkbox"/> 71 - 100%
	Australia's 2025 National Packaging Targets	<input type="checkbox"/> On track to meet targets <input type="checkbox"/> Will not meet targets
	% operations powered with <b>renewable electricity</b>	<input type="checkbox"/> 0 - 25% <input type="checkbox"/> 26 - 70% <input type="checkbox"/> 71 - 100%

## 10. Identifying Modern Slavery

Is your organisation required to report under the Modern Slavery Act (Cth) 2018? If so, please attach a copy of your modern slavery statement(s) or provide details of statement preparation activities undertaken so far.

Yes

No

*Please provide details here, if relevant.*

Does your organisation have any policies relating to managing the risks generally associated with Human Rights, Corporate Social Responsibility, Ethical Sourcing, Fair Employment Practices and fair payments to subcontractors and employee's?

Yes

No

*If yes, please provide details.*

Does your organisation undertake activities to detect and manage modern slavery risks within your organisation?

Yes

No

*If yes, please provide details.*

Does your organisation undertake activities to detect and manage modern slavery risks within your supply chain?

Yes

No

*If yes, please provide details.*

Has your organisation formally undertaken a modern slavery risk assessment for your supply chain?

Yes

No

*If yes, please provide details.*

Does your organisation provide or give access to modern slavery related training for staff and/or your supply chain?

Yes

No

*If yes, please provide details.*

Which country(ies) are the products you provide manufactured in? Include countries where raw materials and any components are sourced (if known).

Yes

No

*Please provide details here.*

## 11. Past Performance and Current Work

### Previous and current work

Detail previous similar work related to the Requirements

### References

Provide up to three (3) referees that City of Newcastle can contact regarding your ability to provide the support and maintenance services required under the Service Specification.

1. Client and contract details:  
Description of service:  
Period:
2. Client and contract details:  
Description of service:  
Period:
3. Client and contract details:  
Description of service:  
Period:

## 12. Subcontractors

Provide details of any sub-contractors, partner organisations, and how the relationships will be managed to meet the Service Specification requirements.

## 13. Additional Information

Detail any additional information that has not been requested above that may assist your response and/or assist the City of Newcastle meet its objectives under this proposed contract.