



**CITY OF
PARRAMATTA**

REQUEST FOR QUOTE

Community Assist Lawn Mowing Program (CALM)

DUE DATE: 9PM, 19 May 2024

1. INVITATION AND CONDITIONS

1.1. Background

The City of Parramatta Council is located 24 kilometres west of the Sydney CBD and provides a range of goods and services within a local government area (LGA) encompassing some 82 square kilometres and comprises a population of approximately 230,000 people from a range of diverse cultures, lifestyles and experiences.

The City of Parramatta Community Care team deliver the Community Assist Lawn Mowing Program under the Commonwealth Home Support Program funding (CHSP). The program supports up to 170 individuals who reside across the suburbs of the Parramatta Local Government area.

- Each customer that has been assessed as eligible by My Aged Care and are entitled to ten (10) subsidised services per financial year.
- Unused subsidies cannot be rolled over to the next financial year.
- Customers will call and book their services directly with the contractor as required. An AM or PM slot should be allocated, with mention of earliest and latest mow times to expect.
- Services will be carried out by contractors and each allowable service will be subsidised to the amount of \$30.00 per subsidy used and are paid to the contractor by way of invoice to council. The balance of the cost will be paid by the customer direct to the contractor on the day of supply. The contractor is responsible for customer collection of costs.
- At times, customers may choose to use two (2) or more of the subsidies toward the total cost if the grass is particularly long. Customers will negotiate this with the contractor and then the run sheet must have a signature for each subsidy claimed. In this event, subsidised services will remain at ten (10) per year.
- Customers need multiple payment methods made available to them including an electronic payment method.
- Should customers request any additional work other than the allowable ten (10) subsidised Lawnmowing/Minor Gardening services; they are free to negotiate directly with contractors. City of Parramatta Council will not be responsible for any additional charges.
- Contractors will be responsible for informing Council of the services carried out and lodging requests for payment. Invoices must be lodged at least monthly by email by the first Monday after the end of the month. Payment will be made via direct credit to a nominated bank account.

1.2. Project scope and deliverables

Resources

- The Contractor must supply all tools, facilities, materials and other resources necessary to perform the Lawnmowing Services and Minor Gardening and must ensure that all such resources are appropriate for performing them.

- The Contractor must ensure that all personnel deployed to perform the Lawnmowing Services (including personnel of any subcontractor) have a current Criminal Record Check which has been forwarded to the Council prior to commencement and that they are competent and professional and have appropriate qualifications, experience to perform the Lawnmowing and Gardening Services.
- If the Council requests that the Lawnmowing & Gardening Services be performed by specified personnel, the Contractor must ensure that the Lawnmowing & Gardening Services are performed by those persons.
- The Council may (without giving reasons) require the Contractor to withdraw nominated individuals from performing the Lawnmowing & Gardening Services and the Contractor must promptly comply and substitute an appropriate person.

Air and Noise Pollution

- Contractors are expected to maintain their machinery according to manufacturers' specifications, with regular tuning of machines and mower blade sharpening to reduce the tearing of grass blades which increases the risk of disease.
- For all 2-stroke petrol equipment, contractors must ensure that they follow the manufacturer's instructions in regard to correct fuel to oil ratios. Non-compliance with ratios will result in excessive smoke i.e. air pollution being generated from rich mixes.
- All 2 stroke and 4 stroke petrol equipment must be regularly serviced according to manufacturers' specifications so as not to generate air pollution/excessive smoke (e.g. blown rings) or excessive noise (e.g. hole in muffler).
- In accordance with the Protection of the Environment Operations (Noise Control) Regulation 2008, push mowers, ride-ons and string trimmers may not have a noise level greater than 85 dB(A), and brush cutters may not have a noise level greater than 95 dB(A). Unless electric mowers are to be used, the machines must have noise labels attached in a secure position, displaying the machine's maximum noise level.
- To improve local air quality, mowing equipment must be fuel-efficient with minimal exhaust emissions. Council's preference is for electric mowers.
- To minimise local noise pollution, mowing services are to be undertaken only between the hours of 7am and 7pm Monday to Saturday.

Sustainable Lawn Maintenance

- Lawns from the rear fence to the front fence line of the dwelling including the nature strip are to be mowed including edging of pathways and gardens. Unless where blocks back onto water ways or gullies, where these can be negotiated due to safety.
- It is preferred grass is to be mowed so that the grass blade length is not shorter than 6cm high. Generally, only a third of the leaf length should be cut off at each mow. Longer blades of grass absorb more sunlight than short ones thus encouraging thicker turf and deeper roots. Taller grass will also shade out weeds, keep the soil moist for longer and prevent certain pests.
- Council's preference is for lawns to be mulch mowed if mowing occurs on a regular basis.
- Council's preference is for brooms and rakes to be used for shifting clippings and other similar debris whenever practical.
- It is preferred that no green waste material is to be taken off the property. If green waste is removed Council prefers the responsible recycling of such waste.
- Pathways are to be left clear and tidy. Organic material should be left in a compost heap, compost bin, and Council's green waste bin or mulched on site.
- Green waste must not be directed to roads or enter gutters, stormwater drains or waterways.

Probity Matters - The Contractor must:

- Acquaint itself and always comply with the Council's Codes of Conduct as published from time to time on the Council's website at <https://www.cityofparramatta.nsw.gov.au>, insofar as they are relevant and apply to this Agreement.
- Not permit to arise any conflict of interest in the performance of its obligations under this Agreement.
- Not engage in corrupt practices such as bribes or other inducements to the Council's staff or advisers or any conduct whose purpose or effect is to create (or create the appearance of) an unfair advantage; and not engage in any collusive or anti-competitive conduct with any other supplier.

Safety

- The Contractor must ensure that (subject to written advice, warnings or instructions that the Contractor may give to the Council at the time of supply) the Services and Deliverables themselves and their manner of supply does not put the health and safety of any person at risk. The Supplier must comply promptly with all directions given by the Council concerning matters of health and safety.
- Please attach your COVID-19 Safety Plan. This plan highlights additional measures you take to ensure your own safety and the safety of those people you come into contact with.

Quality Assurance

A Quality Assurance system shall be maintained throughout the duration of this contract. Documentary evidence of the quality control measures used to ensure that the important activities of the work are satisfactorily completed shall be required from time to time over the duration of the contract. The Council however reserves the right to have any part of the work independently reviewed at any time. Performance will also be reviewed based on the Key Performance Indicators. As a form of contract management Council reserves the right to attend site from time to time to verify KPI's and WH&S are being met.

1.3. Terms of engagement

The contract will be offered for a 12-month period with the option to extend for a further 12 months.

Non-Exclusive Contract

The Council's engagement of the Contractor is non-exclusive and the Council may itself perform, or contract with any third party to perform, all or any part of the Lawnmowing Services (or services similar to the Lawnmowing Services). Our contract is with you and it is not permissible for you to sub-contract under this agreement.

1.4. Selection criteria

Proposals will be evaluated in accordance with the selection criteria set out below.

Compliance Criteria (Mandatory)	Items
1.	Current clear Police Clearance Check
2.	\$20million Public Liability Insurance
3.	Insurances Refer page 9
4.	Meet all Service Conditions

Qualitative Criteria	Heading	Weighting
1.	Cost of Lawn Mowing	30%
2.	Cost of Gardening	5%
3.	Equipment age/servicing	5%
4.	Service Conditions	20%
5.	WH&S (Detailed Safe Work Method Statements)	15%
6.	Previous Supply	10%
7.	Social Work Practices – See Attachment I	5%
8.	Local	5%
9.	Environmental	5%
Total		100%

1.5. Clarification and request for additional information

Proponents may contact the below requesting clarification and/or ask questions. There will be a transparent process where all proponents are informed of the response issued.

Proponents should not seek information about this Request for Proposal or rely on any information relating to this Request for Proposal from any person other than the Contact Officer:

Contact Details	
Name	Renea Jones and Luis Silva
Position	Coordinator and Business Coordinator
Telephone	(02) 9806 5121
Email	communitycareadmin@cityofparramatta.nsw.gov.au

1.6. Submission of proposal

The RFQ must be lodged by the deadline. The deadline for this RFQ is in Australian Eastern daylight savings time. Please return the completed Response Schedule starting on page 6, along with supporting documents as evidence.

All submissions must be received in writing via email to communitycareadmin@cityofparramatta.nsw.gov.au by 9pm, Sunday 19 May 2024.

Submissions should be no greater than 10MB (including maximum video file size of 5MB) in size.

All proposals will be evaluated by an internal assessment panel. City of Parramatta will assess submissions based on the selection criteria. City of Parramatta reserves the right not to proceed to contract with any of the companies providing a submission during this process.

2. RESPONSE SCHEDULE

2.1. Returnable Schedule

Applicants Business Name	
ABN	
Business Address	
Contact Details	
Email Address	
Contact Number	
Are you registered to claim GST	YES NO (please circle)

CONFLICT OF INTEREST

Will any actual or potential conflict of interest in the performance of your obligations under the Contract exist if you are awarded the Contract, or are any such conflicts of interest likely to arise during the Contract?	Yes / No	
If Yes, please supply in an attachment details of any actual or potential conflict of interest and the way in which any conflict will be dealt with and label it "Conflicts of Interest" .	"Conflicts of Interest"	Tick if attached <input type="checkbox"/>
Please add any relevant further detail here: - 		

FINANCIAL POSITION

Are you presently able to pay all your debts in full as and when they fall due?	Yes / No	
Are you currently engaged in litigation as a result of which you may be liable for \$50,000 or more (including any liability for costs)?	Yes / No	
If you are awarded the Contract, will you be able to fulfil the Requirements from your own resources or from resources readily available to you and remain able to pay all of your debts in full as and when they fall due?	Yes / No	
Please add any relevant further detail here:- 		

INSURANCE

Consultants should provide details of insurance currently held and that for any proposed subcontractor/s. The minimum requirement for **Public Liability is \$20 million** for any one claim or series of claims arising out of one event. For the following insurances please provide a copy of the policy document that sets out the policy number, extent of cover, expiry date and name of insured / insurer:

- (a) Workers Compensation
- (b) Public Liability
- (c) Other - specify.

Consultants must advise if they are prepared to increase their insurance coverage (if necessary) to meet Council's minimum requirements if deemed suitable.

Note: Copies of Current Insurance Compliance Certificate must be attached to this submission

"Insurance Coverage"	Tick if attached
A	<input type="checkbox"/>
B	<input type="checkbox"/>
C	<input type="checkbox"/>

Please add any relevant further detail here: -

	Policy No.	Extent of Cover		Expiry Date	Name of Insurer	Copy Attached
		Per Incident / Max. Cover	Aggregate			
Workers Compensation/ Accident Insurance or Income Protection Insurance for sole traders						
Public Liability						
Motor Vehicle Rego:						
Motor Vehicle Rego:						

2.2. Compliance criteria

Attachment A - Service Conditions - Qualitative Criteria per page 4 – Point 4

Responsive

- The contractor should always be responsive to customers. Requests for quotes should be provided to potential customers without delay in the normal course of business. Phone messages from customers must be responded to within 24 hours. All appointments are to be kept timely or the customer advised prior to the expected time of any expected delay. Council has a low tolerance for customer complaints as customer satisfaction is the main aim. Repeated complaints from customers may be considered a breach of contract.

Respectful

- Each customer is an individual. The contractor should always treat customers with dignity and respect regardless of their origins or present circumstances.

Communication

- A high level of communication between customer, contractor and Council must be maintained over the term of this contract. Mental health issues may be evident with a small minority of customers and must be taken into consideration. You are required to follow all specific communication strategies provided.
- Contractors must maintain sensitivities and sensibilities when coming to the best arrangements to ensure that CALM is delivered in the most appropriate manner in these circumstances. It may be necessary to remind those customers of an imminent service call. Repeated failure to effectively communicate with customers may be considered a breach of contract.
- Contractors are required to have developed cultural competence which results in an ability to understand, communicate with, and effectively interact with people from all cultures.

Responsible Person

- The contractor shall nominate a team member who will be responsible for day-to-day liaison with the City of Parramatta Council's authorised representative. Council must be notified prior to any changes in the team member filling this role.

Key Persons

- The contractor shall nominate the names of key members of the team who will undertake the work. A broad outline of the technical experience of each of the team members, their current classification and current Criminal Record Check is required.

Cancellations

- All last-minute customer cancellations should appear on your job sheets, so these customer records can be updated with this information.
- If you (the Contractor) need to cancel a booking, you must contact and speak with the customer before the scheduled time, in order to re-schedule.

Customer and Contractor Payments

- Each eligible customer is entitled to ten (10) subsidised lawn mowing/minor gardening services per financial year, no matter the size of the lawn/garden.
- Customers will pay the balance between the council subsidised amount and the charge as per tendered amount directly to the contractor at time of service.
- Where appropriate, customers can choose to utilise more than one (1) subsidy at any time to reduce the customer's out of pocket total cost.
- Contractor is to confirm payment amount with customer prior to job being started. Contractor is to provide customer with receipt, on request.
- Customers need multiple payment methods made available to them including an electronic payment method.
- Work will not commence on the customers property without an agreed price having clearly been communicated and agreed upon by both parties.
- Contractors are to greet the customer prior to starting, out of courtesy. Customers must be at home at the time of service to sign contractor job sheet.
- Customers and contractors will negotiate any property access issues.
- Contractors are responsible for any debt recovery from customers.

Additional Works for Customers

- Should customers request any additional work other than the ten (10) subsidised lawn mowing services, they are free to negotiate directly with contractors; however, City of Parramatta Council will not be responsible for any additional charges.
- Any changes to service arrangements must be communicated to customers to avoid customer anxiety and subsequent impacts on Council.

Criminal Record Checks

Contractors are required to submit a certified copy, or the original, of all current Criminal Record Checks with this Agreement for all persons carrying out work for the Council. Non-verified photocopies are not permissible as evidence of an existing certificate. Criminal Record Certificates are not permitted to expire. New contractor staffs are not permitted to be on a CALM customer's property alone until this check and documentation has been finalised with the Council; those found in breach of this agreement may forfeit their contract with City of Parramatta Council.

Are you compliant with Attachment A - Service Conditions: YES NO



Please print your name and sign here to confirm you have understood all listed points:

Name: _____

Date: _____

Signature: _____

Attachment B - Lawnmowing Charges (\$ quoted below is inclusive of subsidy & GST if applicable)

- Qualitative Criteria per page 4 – Point 1&2

Supplier Name:	
This project requires set prices according to land size	
Fees: Inclusive of GST – LAWN MOWING	
Small Lawn (up to 450 sq.m)	\$
Medium Lawn (up to 650 sq.m)	\$
Large Lawn (up to 900 sq.m)	\$
Extra -Large Lawn (Above 901 sq.m)	\$
Overgrown Lawns Surcharge	\$
If permission for green bin not granted – tipping fee	\$
Fees: Inclusive of GST – MINOR GARDENING Weeding, Mulching, Hand Pruning (Note: No use of pesticide, ladders or power tools such as but not restricted to chainsaws. Only work which can be completed safely in compliance with WH&S without lifting aids.)	
Hourly Rate	\$
Minimum time charged (i.e. 15mins, 30mins or 60mins)	
Agreed Costs (if any) to be reimbursed by Council:	One (1) subsidy per signature on Lawnmowing Run Sheet. Maximum of ten (10) per customer per financial year SUBSIDY AMOUNT: \$30.00
Commencement Date:	1 July, 2024
Completion Date:	30 June, 2025
Council's Address for notices:	126 Church Street, Parramatta NSW 2150 communitycareadmin@cityofparramatta.nsw.gov.au

Attachment C – Schedule – WH&S

- Qualitative Criteria per page 4 – Point 5

Note: Copies of evidence against each question, must be attached to this submission

	Description of Critical Element	Yes	No	N/A	Documents Attached	Additional Comments
1.1	The contractor has safe operating procedures / Safe Work Method Statements, relevant to the scope of operations and risks identified for scope of work.					
2.4	The contractor has a policy and/or forms relating to the documentation of equipment and their regular inspections, testing and maintenance.					
2.5	Contractor has procedures for the storage, handling and use of hazardous substances and a register if applicable i.e. petrol					
3.1	The contractor, if an employer, has a documented policy in place in relation to WHS training and can demonstrate records of current training, records of competencies for all relevant areas of operation.					
3.2	The contractor has a documented process for the recording and checking of all relevant licences and qualifications i.e. drivers' licence and criminal record checks.					
4.2	The contractor has a process for reporting hazards at the worksite.					
4.3	Do incident reports contain prevention recommendations?					
6.2	The contractor records Workcover infringements, penalties, or other breaches of statutory law.					
7.1	The contractor has a documented process for the management of sub-contractors.					
8.2	The contractor and all workers are 'Up to Date' with immunisations					

This document is to be completed by the tendering contractor. The purpose of this document is to provide council with specific information on the contractor's ability to conduct its works in a systematically safe manner.

Attachment E – Sustainability Practices Council's policy is to support suppliers and industry groups that develop and/or apply innovative responses in relation to sustainability issues.

- Qualitative Criteria per page 4 – Point 9

Sustainability Issues	y/n	Additional Information
1. Is your company, or a part of your company, located in the Western Sydney region?		
2. Has your business adopted any environmental, social or economic sustainability policies, plans or objectives? I.e. Recycling, water wise, supporting local business, Social Enterprise		
3. If a registered company - Does your company report regularly on its sustainability practices and achievements?		
4. What changes has your business made to its operations to reduce energy consumption, including fuel for vehicles and updating and/or servicing machinery?		
5. What changes has your business made to its operations to reduce its waste generation? i.e. recycling		
6. Does your company maintain its own green waste bins for use when customers do not have green bins available?		
Please attach details if they exceed the space provided		

Attachment F - Details of previous supply of goods/services to Council

Qualitative Criteria per page 4 – Point 6

Council	Department	Contact	Phone	Time period	Description of work/s

Attachment G - References (apart from listed above)

Qualitative Criteria per page 4 – Point 6

<i>Company</i>	<i>Contact</i>	<i>Phone</i>	<i>Time period</i>	<i>Description of work/s</i>