

PART 4: STATEMENT OF REQUIREMENTS

Definitions

In the Statement of Requirements, the following terms will have the following definitions, unless the context otherwise requires:

TERM	DEFINITION
AFRDI	Australasian Furnishing Research and Development Institute, an independent not-for-profit technical organisation providing standards, testing, product certification and research for buyers and sellers of furniture.
AFS	Australian Forestry Standard (AFS) is an accredited scheme in Australia under the Programme for the Endorsement of Forest Certification (PEFC). Applicable standards are AS 4707 Chain of Custody Certification, and AS 4708 Australian Forestry Standard.
Agreement	means a contract entered into by the Organisation and a Respondent for the provision of Workplace Supplies. Comprises the General Conditions, and all Schedules, Annexures of any kind and any attachments.
Australasian Recycling Label (ARL) Program	The Australasian Recycling Label (ARL) Program is an on-pack labelling scheme that is helping consumers to recycle correctly and supporting brand owners to design packaging that is recyclable at end-of-life
Base Exchange Rate	Rate of conversion from AUD to USD published by the Reserve Bank of Australia (RBA) as at 4.00 PM AEST on the date one year prior to the Calculation Date.
Basket Item	means each product required as set out in Part 7 Forms – Tender Response Worksheet.
Business Day	means the day which is not a Saturday, Sunday or public holiday (being a public holiday appointed as such under the <i>Public Holidays Act 1993</i> (Vic)) in Melbourne
Business Hours	means 9:00 AM to 5:00 PM on a Business Day.
Bulk Buy	is purchase of Goods in large quantities, for example in pallets.
Calculation Date	means, for the purposes of calculating the prices that will apply over a period of the Term, the Commencement Date or anniversary of the Commencement Date occurring at the start of that period.

TERM	DEFINITION
CPI	All groups Consumer Price Index Australia series ID A2325846C, published by the Australian Bureau of Statistics
CPI%	Movement in CPI over the period of one year prior to the Calculation Date.
Committed Quantity	Quantity ordered by the Organisation or a Participating Health Service through a Planned Purchase Order minus the Tolerance Level agreed between the Contractor and the Participating Health Service.
Consolidation Incentives	is an annual financial incentive provided by the Contractor to the Organisation or the Participating Health Service for consolidating Purchase Orders.
Cost Indices	Details changes in prices of cost factors relative to the selected base weighted together by their proportion to total costs
Cost of Goods	means the Cost Indices that determine the price of Goods that include raw materials such as pulp paper, rubber, plastic etc
Cost to Serve	means the Cost Indices that affects the price of providing Goods to the ordering party, such as end to end shipping cost, Wages, local distribution and warehousing costs, excluding the cost of raw materials
desirable	indicates an optional element that is positively weighted in the evaluation of this Invitation to Supply.
Desktop Delivery	delivery to a nominated location inside the Organisation or a Participating Health Service building (e.g. to a reception office, mail room or ward).
Desktop Delivery Surcharge	is a standard percentage surcharge that will be applicable on the Dock Delivery price for all Goods.
Dock Delivery	delivery to an external receiving and loading area of the Organisation or a Participating Health Service building (e.g. receiving bay or loading dock).
Ecolabel	is a voluntary certification to environmental performance standards that identifies products or services proven to be environmentally preferable within a specific category.
Environmentally preferable product	means a product that has a significantly reduced impact on human health and the environment when compared to competing products that serve the same purpose.
ERP	Enterprise resource planning, a software that used by Participating Health Services and the Organisation to manage business activities such as accounting, procurement, and supply chain operations.

TERM	DEFINITION
Expected Delivered Quantity	Final quantity expected to be delivered to the Organisation or a Participating Health Service through a Planned Purchase Order.
Express Catalogue	Basket and Non-basket Items under Category 11 (Furniture – Supply and Assembly) that are readily stocked by the Contractor for delivery at short notice.
FSC	Forestry Stewardship Council, an international non-profit, multistakeholder organization that promotes environmentally appropriate, socially beneficial, and economically viable management of forests.
FSC Chain of Custody Certification	means certification by the FSC concerning the path taken by products from the forest, or in the case of recycled materials from the moment when the material is reclaimed, to the point where the product is sold with an FSC claim and/or it is finished and FSC labelled. The chain of custody includes each stage of sourcing, processing, trading, and distribution where progress to the next stage of the supply chain involves a change of product ownership.
FSC Controlled Wood	has the meaning set out in FSC-STD-40-004 Chain of Custody Certification
FSC Mix	has the meaning set out in FSC-STD-40-004 Chain of Custody Certification
FSC Recycled	has the meaning set out in FSC-STD-40-004 Chain of Custody Certification
Food Quality Certificate	is an internationally recognised quality certificate that confirms that an organisation has developed, documented, and implemented systems and procedures to apply food safety management systems for food safety from biological, chemical and physical hazards in food production, storage and supply chain.
Further Term	means the period identified in Part 5, Item 7 of the Supply Schedule
may	indicates an optional element; it is at the Respondent's discretion to either meet or not meet this element, and failure to meet this element will not have an impact during evaluation.
must	indicates a mandatory requirement; failure to meet this requirement will result in the submission being Non-Compliant.

TERM	DEFINITION
National Packaging Targets	<p>means the 2025 national packaging targets set by the Australian Environment Ministers and to be delivered through the Australian Packaging Covenant Organisation involving businesses in retail, logistics, product and packaging manufacturing, recycling and waste management.</p> <p>The 2025 National Packaging Targets are:</p> <ul style="list-style-type: none"> • 100% of packaging to be reusable, recyclable or compostable • 50% average recycled content included in packaging • 70% of plastic packaging recycled or composted • Problematic and unnecessary single-use plastic packaging will be phased out.
New Exchange Rate	<p>means the average rate of conversion from AUD to USD published by the Reserve Bank of Australia calculated as the average rate over the 60 days preceding the Calculation Date.</p>
Non-basket Items	<p>means each product that:</p> <ul style="list-style-type: none"> (i) is not indicated in Part 7 Forms – Tender Response Worksheet; and (ii) is not a Therapeutic Good; but (iii) can be provided by the Contractor
The Organisation	<p>means HealthShare Victoria</p>
Participating Health Service (PHS)	<p>Public Hospitals and other Health or Related Services, as those terms are defined in Section 3 of the <i>Health Services Act 1988 (Vic)</i>, that are described in Schedule 4 of Part 5.</p>
PEFC	<p>means the Programme for the Endorsement of Forest Certification (PEFC), an alliance of national forest certification systems for sustainable forest management certification and chain of custody certification. The Australian Forestry Standard (AFS) is an example of a PEFC endorsed certification scheme.</p>
Percentage of Foreign Content	<p>Percentage nominated by the Contractor that represents the content of Goods that is imported</p>
Planned Purchase	<p>A long-term purchase commitment (usually six months or 1 year) to purchase items from the Contractor that includes details of goods required, respective quantities, price details, tentative delivery schedules and an agreed Tolerance Level on the final purchased quantity.</p>
Planned Purchase Order	<p>Purchase Order raised by the Organisation or the Participating Health Service to enter into a Planned Purchase with the Contractor</p>

TERM	DEFINITION
Punch Out	is a digital system in which the Organisation or the Participating Health Service can browse the Contractor's product catalogues online and purchase goods within the Organisation's or Participating Health Service's ERP.
Rainforest Alliance	is an international non-governmental organisation committed to conserving biodiversity and ensuring sustainable livelihoods. Also means certification to the Rainforest Alliance label which can apply to Agricultural products or Forestry products.
Scheduled Release	is a document from the Organisation or a Participating Health Service indicating quantity and delivery location of each Good against a Planned Purchase Order.
Standard Catalogue	Basket and Non-basket Items under Category 11 (Furniture – Supply and Assembly) that may not be readily stocked by the Contractor and may require longer delivery lead times.
Standard Purchases	Purchase Orders generated and issued by the Organisation or by the Participating Health Service to the Contractor that includes, but is not limited to, details of goods required, respective quantities, price details and delivery point.
Tolerance Level	in a Planned Purchase Order, the allowable shortfall under the Committed Quantity.
TÚV AUSTRIA OK Compost	means certification that products conform with the requirements of EN 13432:2000 regarding packaging suitability for composting and biodegradation in industrial composting facilities.
Unit Buy	Purchase of Goods under this Agreement in quantities less than the volume break quantity of the respective Good.
Volatile Goods	Goods whose cost indices are considered to be volatile, ie, have more than a +/-10% movement in the respective cost indices over a 6-month period preceding the submission for a price review

Purpose

- a. The purpose of this Part 4 Statement of Requirements, is to:
 - (i) detail the scope and range of Goods sought under this Invitation to Supply (ITS); and
 - (ii) specify the requirements that Respondents and / or their offered Goods must meet (these requirements also form part of any resulting Agreement between the Organisation and any Contractor).

Scope

1. Participating Health Services

- a. The Participating Health Services for this ITS are:
- (i) All 'Public Health Services' (as legislatively defined) referred to in Schedule 1 and Schedule 5 of the *Health Services Act 1988* (Vic); and
 - (ii) Other relevant participating health and health related organisations as follows:
 - Access Health and Community;
 - Euroa Health Inc;
 - Latrobe Community Health Service;
 - Northern District Community Health;
 - Orbst Regional Health;
 - Violet Town Bush Nursing; and
- any other 'health or related service' granted access by the Organisation in accordance with the Agreement between the Organisation and any Contractor.
- b. It is desirable for the Respondent to have capability to deliver the Goods to all of the Participating Health Services.

2. Product Categories

- a. A complete range of Workplace Supplies is required across Victorian Public Health Services.
- b. Goods are required in the following categories:
- Category 1 – Paper;
 - Category 2 – Toner and Ink Cartridges;
 - Category 3 - Filing;
 - Category 4 - Stationery;
 - Category 5 – ICT Consumables;
 - Category 6 – Batteries;
 - Category 7 – Cleaning and Janitorial;
 - Category 8 – Kitchen Supplies;
 - Category 9 – Domestic Paper;
 - Category 10 – Garbage Bins and Bags
 - Category 11 – Office Furniture - Supply and Assembly;
- c. The scope of this ITS includes the supply of Workplace Supplies for:
- (i) Standard Purchases, for Basket Items;
 - (ii) Standard Purchases, of Non-basket Items (list minus percentage);
 - (iii) Planned Purchases, for Basket Items; and
 - (iv) Planned Purchases, of Non-basket Items (list minus percentage).
- d. For Category 11, the Contractor must:

- (i) If supplying furniture (assembled or unassembled) through an Express Catalogue, deliver within 3 working days of receiving a Purchase Order; and
 - (ii) If supplying furniture (assembled or unassembled) through a Standard Catalogue, deliver within 15 working days of receiving a Purchase Order.
- e. Refer to Category 1 – Category 11 in this Part 4 Statement of Requirements for more detailed specifications for each of the above categories.
- f. Refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- g. The Respondent may offer Goods in one, some, or all categories.
- h. The Organisation reserves the right not to consider any additional products offered.
- i. It is desirable for the Respondent to provide coverage for as many Basket Items as possible.

3. Product ranges

- a. Respondents are invited to tender Goods in accordance with Part 7 Forms – Tender Response Worksheet.
- b. Preference will be given to Respondents who offer Goods that comply with the requirements of Basket Items listed in the Part 7 Forms – Tender Response Worksheet and Part 4 Statement of Requirements. Goods that do not fully comply with the requirements will be considered where they fulfil the mandatory criteria and may be awarded at the discretion of the Organisation.
- c. Preference will be given to the Respondent(s) offering both the greatest coverage of the Basket Items, and best value for money across and/or within categories called for in this ITS.
- d. Preference will be given to the Respondent(s) offering environmentally preferable products that meet health service needs and which provide value for money.

4. Goods Offering

- a. Respondents are to list the best value Goods that are compliant with requirements for each Basket Item listed in Part 7 Forms – Tender Response Worksheet. If the Respondent cannot identify Goods that fully satisfy the requirements of a certain Basket Item, the Respondent should list Goods which best satisfy the requirements of that Basket Item. The Organisation reserves the right not to consider any Goods submitted that do not fully satisfy the requirements of the corresponding Basket Item.
- b. HSV may not consider any Goods that are subject to a current HSV Agreement, other than those listed below:
 - (i) HPVC2021-041 Catering Supplies
 - (ii) HPVC2016-109 Workplace Supplies
- c. Respondents will ensure only the best value Goods are offered for each Basket Item. It is the Respondent's responsibility to ensure the correct Goods are submitted against each of the Basket Items. The Respondent must ensure that each product is offered in only **one** subcategory.
- d. The scope of this Agreement covers Goods that are new and never used before. For avoidance of doubt, the scope of this Agreement does not cover used goods unless refurbished, as indicated in Category 2 – Toners and Ink Cartridges.
- e. The Contractor must ensure it does not provide Goods, including all Non-basket Items, that are classified as therapeutic goods (as defined in the Therapeutic Goods Act 1989 (Cth)).

5. Staff

- a. The Contractor must ensure:
 - (i) their employees comply with the Organisation and Participating Health Service's policies, procedures, directions and rules, as notified by the Participating Health Service;
 - (ii) staff required to drive a vehicle hold a current driver's license for the class of vehicle;
 - (iii) their employees have undergone Police checks in accordance with (i) with no adverse findings;
 - (iv) their employees behave in a courteous and considerate manner with patients, clients, visitors and staff. If an issue arises which requires clarification, they must seek advice from the authorised officer of the Organisation and/or the Participating Health Service, or their delegate and after hours, the after-hours co-ordinator;
 - (v) their employees do not interfere with or hinder the Organisation's or Participating Health Service's staff in the conduct of their business;
 - (vi) their employees maintain strict confidentiality of all patient and hospital information;
 - (vii) their employees adhere to the Organisation's and the respective Participating Health Services' No Smoking Policies. It is required that they will not smoke within the immediate vicinity of health services sites.
- b. The Contractor acknowledges that the Organisation or the respective health services' authorised representatives, acting reasonably, have complete discretion to accept or reject workers referred by the Contractor.
- c. The Contractor must ensure adequate training is provided to a new employee or existing employee going to a first assignment at a health service site, training which must include health service / site-specific induction and orientation so that the required duties can be carried out.
- d. The Contractor must carry out full pre-employment enquiries to ensure only suitably qualified people are recruited.
- e. Where employment is on an occasional or part-time basis, pre-employment checks must be thorough, comprehensive and of no lesser standard than the procedures adopted in respect of full-time employees.

Product Requirements

6. Standards and Compliance

- a. All Respondents and tendered Goods must comply with relevant Australian Standards, Orders, Legislation and Regulations (collectively 'Compliance Requirements'), or their equivalent International Compliance Requirements. Refer to Appendix 1 - Compliance Requirements of this Part 4 for a list of the minimum Compliance Requirements.
- b. The Contractor must be able to store, process, handle and deliver Goods in compliance with the Compliance Requirements.

7. Packaging and Labelling

- a. Goods must be packaged in a manner that protects the contents from contamination during transportation, storage and handling.
- b. All Goods offered by the Contractor must have a label that indicates, at a minimum:
 - (i) brand name of the Good;
 - (ii) type of Good;
 - (iii) name and address of the manufacturer or distributor;
 - (iv) manufacturer part number;
 - (v) batch number or serial number;
 - (vi) ARL, if applicable;
 - (vii) Sustainable Forest Management Certification program and code or number, if applicable, as indicated in clause 9.
- c. Where the Goods are in a package that contain two or more than two identical Goods, the package must indicate details listed in clause (b) above, along with the quantity of each of those Goods.
- d. Goods will be delivered in accordance with the manufacturer's instructions.

8. Product Information

- a. The Respondent will submit a copy of a relevant product specification sheet to assist in accurately identifying each of the Goods offered.
- b. All product information submitted must:
 - (i) be in electronic format;
 - (ii) be in English;
 - (iii) be specific to the product offered;
 - (iv) contain the manufacturer and brand name;
 - (v) include the product code;
 - (vi) include a detailed specification of the product, including but not limited to;
 - description;
 - packaging presentation, unit of measure and unit size;
 - packaging and labelling information;
 - include country of manufacture; and
 - include clear diagrams/pictures of the Good.
- c. To assist in managing this material, all product information submitted should be labelled with the relevant HSV category and subcategory number.
- d. Electronic copies should include the Respondent's name, manufacturer part number, and HSV category and subcategory numbers (in that order) in the filename or identifying metadata.
- e. HSV may not consider unlabelled submissions.

- f. Product information will not be evaluated but is necessary to assist in accurately identifying products offered.
- g. HSV reserves the right to exclude products from evaluation when the product is unidentifiable and provided information is:
 - (i) not labelled as per clause 8c above; or
 - (ii) incomplete against the requirements set out in clause 8b above.
- h. Product samples are not to be provided unless specifically requested by HSV, as per Part 2, clause 19, Samples.
- i. The Respondent should not submit information relating to products that are not requested for in this ITS.
- j. The Respondent must include accurate product information for all mandatory fields presented in Part 7 Forms – Tender Response Worksheet.
- k. If the Respondent is offering additional Goods throughout the life of the Agreement, it must provide specifications as per Part 4 Statement of Requirements.

9. Social procurement framework

- a. The impact on environmental sustainability, social benefit to Victorians, and ethical aspects of supply chains, goods, and services are considered as part of the overall value for money of the tender offers under Victoria's Social Procurement Framework (<https://www.buyingfor.vic.gov.au/social-procurement-framework-supplier-guidance>) and related policies of the Victorian Government, the Organisation and the Participating Health Services.
- b. Respondents are invited to respond through the HSV Procurement Portal the requested information relating to:
 - (i) Environmentally sustainable products (if tendered);
 - (ii) Environmentally sustainable business practices;
 - (iii) Women's equality and safety;
 - (iv) Opportunities for disadvantaged Victorians; and
 - (v) Sustainable Victorian social enterprise and Aboriginal business sectors.
- c. Contractors are expected to maintain or improve on their use of environmentally sustainable business practices throughout the lifetime of any resulting Agreement.
- d. The environmental and ethical criteria of Goods to be supplied are considered by HSV and its Participating Health Services. The Respondent should provide supporting information for product and its accompanying packaging where applicable under the following criteria:
 - (i) environmentally preferable products (if tendered);
 - (ii) sustainable forest management and chain of custody certifications (for timber and fibre);
 - (iii) other sustainable sourcing certifications (if applicable); and
 - (iv) sustainable packaging criteria.
- e. Goods awarded based on environmental sustainability or ethical sourcing credentials cannot be replaced with a product of lesser credentials unless permitted by HSV during review of a Variation to a Good under Part 5 Deed of Standing Offer.

- f. Offers for the use of reusable crates or equivalent transportation packaging designed to avoid generation of high volumes of cardboard or plastics waste (whether or not that waste is recyclable) should be clearly identified in the ITS response.
- g. Offers for reusable packaging (or back-loaded collection of used packaging for recycling) may be considered by individual Participating Health Services accessing the contract agreement under a Service Level Agreement (SLA) if this is appropriate to effect the offer.
- h. Respondents may be invited or requested to offer a commitment to improvements in one or more of the social procurement framework criteria in the form of a Social Procurement Commitment Proposal to be delivered over the lifetime of any resulting agreement.

9.1. Environmentally preferable products

- a. For each item offered, the Respondent may nominate if the product is an environmentally preferable product in the relevant column of the Tender Response Worksheet. The Respondent will be required to provide additional information to substantiate any claim.
- b. Contractors will supply supporting details to the Organisation in electronic format for inclusion in the relevant section of the HSV website to share with Participating Health Services.

9.2. Sustainable Forest Management and Chain of Custody

- a. The Victorian Government Timber Industry Action Plan recognises the following third party forest management and chain-of-custody certification schemes as promoting legal, responsible and ecologically sustainable forestry practices:
 - (i) The Australian Forestry Standard (AS4708) and the Chain of Custody Standard (AS4707);
 - (ii) Other equivalent national standards endorsed by the Programme for the Endorsement of Forest Certifications (PEFC); and
 - (iii) Forest Stewardship Council (FSC) standards.
- b. Workplace Supplies manufactured from Timber or wood fibre must be certified as proving Chain of Custody to sustainable forestry management using one of the above certification schemes and the certification number(s) or code(s) must be provided or available for inspection. This applies to:
 - (i) Office paper (Category 1)
 - (ii) Domestic paper (Category 9)
 - (iii) Timber furniture (Category 11)
- c. It is desirable that a chain of custody certification to a sustainable forestry management scheme applies to paper products in other categories (e.g. Stationery).
- d. It is desirable that a chain of custody certification to a sustainable forestry management scheme applies to paperboard packaging.

9.3. Sustainable packaging criteria

- a. In line with the direction of the 2025 National Packaging Targets, the desirable sustainable packaging criteria are:
 - (i) Design for recycling
 - (ii) Use of recycled materials
 - (iii) Use of renewable materials

- (iv) Design to minimise litter
- b. Other criteria (e.g. design for transport efficiency, design for accessibility, use of the ARL on customer packaging) may be considered as benefits in particular cases.
- c. For purpose for evaluation and identification to hospitals of packaging criteria, information on the following packaging criteria is sought for each Good:
 - (i) Primary (and where relevant secondary) packaging format.
 - (ii) Primary packaging material.
 - (iii) Percentage of post-use recycled material (e.g. 0%, 50%).
 - (iv) Sustainable forestry certification if packaging material is timber or paperboard.
 - (v) Use of the ARL on the primary packaging unit
 - (vi) Recyclability of packaging.
 - (vii) Compostability of packaging.

9.4. Evidence for sustainability claims

- a. Representations of environmentally preferable goods, sustainable forestry sourcing certifications etc. will be reviewed based on shortlisting or provisional award, and additional supporting documentation must be provided if requested.
- b. Preferred evidence of environmentally preferable goods is product certification to a relevant ecolabel that is itself compliant to ISO Standard 14024.
- c. Environmental Product Data Sheets or self-declared environmental claims may be provided for review. In this case Respondents should consider general principles in ISO Standard 14020, ISO Standard 14021, and ISO Standard 14025.
- d. Respondents making environmental claims are recommended to consider the advice in the Guideline on “Green marketing and the Australian Consumer Law” published by the Australian Competition & Consumer Commission.
- e. Recyclability of plastics packaging or composite packaging should be confirmed by the Brand Owner through use of the APCO Packaging Recyclability Evaluation Portal (PREP Tool) associated with the Australasian Recycling Label (ARL).
- f. Compostable products or packaging that are made from plastics or bioplastics will only be accepted if certified as meeting either of AS 4736, AS 5810, EN 13432 (for packaging items), or EN 14995 (for non-packaging items).
- g. Oxo-biodegradable plastics will not be accepted as compostable.

10. Basket Item Review

- a. The Contractor must initiate a review of the Basket Items once in a year no later than one month prior to the anniversary of the Commencement Date of this Agreement.
- b. The review will include, but not be limited to:
 - (i) rationalisation of the current Basket Items to remove Goods that have not been ordered in the last 12 calendar months;
 - (ii) rationalisation of the Basket Items to add new products or substitute current products with more efficient, sustainable, cost effective and/or economical products; and

- (iii) include frequently bought Non-basket Items into the basket.
- c. The Contractor must send the outcome of the review, proposed changes, if any, along with reasons of the changes proposed to HSV no later than 60 days of the anniversary of the Commencement Date.
- d. Upon receipt of the proposal from the Contractor, HSV will review the changes proposed and may request additional information from the Contractor.
- e. Changes proposed by the Contractor must be reviewed and approved at the absolute discretion of HSV, in collaboration with Participating Health Services.

11. Electronic Data Interchange

- a. Respondents must have the capability to exchange orders, payments, acknowledgements, invoices, remittance notices and other records (Data) electronically, if preferred by a Participating Health Service in place of hard-copy documents.
- b. It is highly desirable for the Respondent to have existing systems capability which can integrate with the Organisations' and Participating Health Services' ordering systems for the exchange of Data (for example, online ordering platform with Punch Out capability). The Respondent must provide details of their capacity to work with organisations to achieve full integration of these systems.
- c. Where available and as requested by the Organisation or a Participating Health Service, the Contractor must formulate a Punch Out solution to integrate health service ERP systems with their own web interface. Refer to Part 7 Forms – Tender Response Worksheet for an indicative list of ERP systems used at the Organisation and Participating Health Services.
- d. Where available and as requested by the Organisation or a Participating Health Service, the Contractor must provide consolidated invoices on a frequency agreed between the Contractor and the Participating Health Service.
- e. Web interface and/or Punch Out systems offered by the Respondent will be capable of offering Desktop and Dock Delivery options, as required by the Participating Health Service.
- f. Web interface and/or Punch Out systems offered by the Contractor will be capable of having the default price point for all Goods as Desktop or Dock Delivery as required by the Organisation or the Participating Health Service. The Organisation or the Participating Health Service may choose to change the default price point to Desktop or Dock Delivery as required.
- g. To accommodate for Desktop and Dock Delivery options, the Respondent must indicate a percentage surcharge or discount as applicable, that will be applied on the price of Goods.

12. Bulk Buy and Planned Purchases

- a. Where the Organisation, a Participating Health Service or a group of Participating Health Services have a requirement for purchasing at a volume level that may be considered as Bulk Buy, the Organisation, a Participating Health Service, or a group of Participating Health Services may:
 - (i) Bulk Buy - place a Standard Purchase Order and request the Contractor for delivery of the full quantity; or
 - (ii) Planned Purchase - place a Planned Purchase Order and request the Contractor for deliveries of partial quantities based on Scheduled Releases. The Contractor is expected to

maintain adequate inventory based on the scheduled releases agreed with the ordering party.

Planned Purchase Order:

- b. A Planned Purchase Order will indicate quantities required by the ordering party for a specific period of time (e.g. 6 months or one year). Quantities indicated on Planned Purchase Order will be subject to a minimum tolerance of 5% (Tolerance Level) to form the Committed Quantity for the Planned Purchase Order. If necessary, the ordering party and the Contractor may agree in writing to increase the Tolerance Level.
- c. For each Good offered, Respondents must provide quantities and prices for Planned Purchases over a duration of 6 months in order to demonstrate supply surety and reduction in pricing that can be achieved through Planned Purchases.
- d. During the term of the Planned Purchase Order, the Contractor and the ordering party may review the progress of deliveries, Committed Quantities and Tolerance Levels. Committed Quantities and Tolerance Levels may be changed, subject to the agreement between both parties.
- e. In an event where:
 - (i) the Expected Delivered Quantity is less than the Committed Quantity, and higher than the volume break quantity, the Contractor may invoice the total quantity of the order at the Volume break price for Desktop or Dock delivery, as applicable.
 - (ii) the Expected Delivered Quantity is less than the Committed Quantity and the volume break quantity, the Contractor may invoice the total quantity of the order at the Unit Price for Desktop or Dock delivery, as applicable.
 - (iii) the ordering party needs to increase the Committed Quantity, the Contractor must offer the Goods at the same price at which the Planned Purchase Order was raised.
- f. For example:
In a scenario where:
 - Planned Purchase Order quantity = 1,000 pieces,
 - Tolerance Level = 10%,
 - Committed Quantity = 900 pieces, and
 - Volume break Quantity = 500 pieces.

Scenarios					Price
Scenario 1	Committed Quantity	>	Expected Delivered Quantity (800 pieces)	>	Volume Break Price
Scenario 2	Committed Quantity	>	Volume Break Quantity	>	Unit Price
Scenario 3	Expected Delivered Quantity (1,200 pieces)	>	Committed Quantity	>	Planned Purchase Price

- g. In an event where the price of the ordered Good indicated in the Planned Purchase Order has reduced due to price review indicated in clause 24, the ordering party must revise the price indicated in the Planned Purchase Order to reflect the new price. The new price will be applicable for all Goods that have not yet been delivered to the ordering party.

- h. The difference in amount caused due to the shortfall of the Expected Delivered Quantity from the Committed Quantity, if any, must be charged by the Contractor to the ordering party in the upcoming invoice or as agreed between the Contractor and Participating Health Service.

13. Delivery

- a. Subject to paragraph (c), Goods will be delivered to the location(s) specified by the Organisation or the Participating Health Services within the shortest possible timeframe;
- b. With the exception of Category 11, delivery lead times must not exceed 48 hours from receipt of order unless otherwise agreed with the ordering party. Delivery lead time for Category 11 will be as indicated in clause 2.d.
- c. Deliveries may include direct to a nominated officer, receipt point within a building, loading bay or dock, or to any point or location indicated on the Purchase Order or Scheduled Releases.
- d. Delivery Options for all Categories, except for Category 8 in this ITS include:
 - (iv) Desktop Delivery for:
 - Goods sold in unit quantity; and
 - Goods sold on Planned Purchases.
 - (v) Dock Delivery for:
 - Goods sold in unit quantity;
 - Goods sold as Bulk quantity (e.g. pallet loads); and
 - Goods sold on Planned Purchases.
- e. Category 8 in this ITS is only available for Desktop Delivery.
- f. Where possible, the Contractor must consolidate deliveries to achieve efficiencies in delivery.

Support

14. Training

- a. Upon request by the Organisation or a Participating Health Service, Contractor will deliver a training package and/or training materials to facilitate the introduction of their Web interface and/or Punch Out systems, Goods etc. to end users.
- b. Training requirements may include (but are not limited to):
 - (i) face-to-face training at Participating Health Service sites (i.e. in-service training)
 - (ii) training materials.

15. Customer Service and Support

- a. The Contractor must be able to provide customer service and support to the Organisation and the Participating Health Services during Business Hours.

- b. The Contractor will provide the Organisation and Participating Health Services with representatives that are:
 - (i) inherently familiar with the contracted products and delivery arrangements;
 - (ii) appropriately qualified;
 - (iii) technically knowledgeable about the contracted products; and
 - (iv) available to respond to the Organisations' and Participating Health Services' queries during Business Hours.
- c. The level of customer service and support required of representatives is expected to include (but is not limited to):
 - (i) liaising with the Organisation and the Participating Health Services to recommend products and solutions;
 - (ii) promptly answering the Organisation's and Participating Health Service queries;
 - (iii) liaising with various personnel (for example: procurement / purchasing officers, supply managers, support services managers, material managers, warehouse managers);
 - (iv) meeting on-site to resolve supply and performance issues;
 - (v) providing informational materials; and
 - (vi) providing education and in-service training upon request.
- d. Representatives must comply with the Organisations' and Participating Health Services' local policies regarding engagement with Participating Health Service staff.

Award

16. Conditional Acceptance

- a. Products may be designated as 'Conditionally Accepted' for the following reasons:
 - (i) Where products offered are not 'known and accepted' but represent value for money; or
 - (ii) Where products are inactive and have not been in use for at least 12 months.
 - (iii) Where minimum data information is not provided e.g. UNSPSC code.
- b. Clause 3.10 of the Draft Deed of Standing Offer Agreement sets out terms relating to Conditionally Accepted Deliverables.
- c. Products designated as 'Conditionally Accepted' may be subject to desktop and functional evaluation by health services.
- d. "Acceptance for use" is confirmed by issuing a product acceptance certificate or any other form signed by an appropriate representative of a Participating Health Service
- e. Pricing will be as per response position and cannot be amended post Agreement acceptance.

17. Key Performance Indicators

- a. Refer to Part 5 Draft Deed of Standing Offer Agreement clause 5 and Schedule 1 Supply Schedule, Item 17.

18. Contract Monitoring and Relationship Management

- a. In addition to and concurrently with the requirements of the Organisation in clause 17. Key Performance Indicators, the Contractor will be required to engage in bi-annual (every six months) reviews in collaboration with the Organisation and the Participating Health Services.
- b. Please refer to the Supply Schedule- Item 13 of Part 5 for further details.
- c. Contractor performance over the term of the contract may be considered upon retender or Option to extend.

19. Service Level Agreement

- a. Participating Health Services may enter into a Service Level Agreement (SLA) with the Contractor(s). The SLA may cover arrangements including, but not limited to:
 - (i) arrangements for inventory;
 - (ii) provisions for urgent delivery;
 - (iii) arrangements for Planned Purchases;
 - (iv) arrangements for ordering, invoicing, and delivery;
 - (v) dispenser free on loan arrangements, installation and, service credits (if installed by the ordering party);
 - (vi) communication arrangements for product recalls and safety alerts;
- b. The SLA will be in addition to the Agreement between the Contractor(s) and the Organisation, and will not alter any terms of the Agreement.
- c. HSV will not be responsible for monitoring compliance with any SLA. This is a matter of agreement between the parties to the SLA.
- d. Contractor(s) will provide a copy of all SLA's to HSV within 1 week of being finalised.

20. Risk Management

- a. The Respondent must have a documented comprehensive risk management system that is appropriate to the size and nature of its operations.
- b. The risk management system must include:
 - (i) consideration for all appreciable circumstances that may disrupt or otherwise cause a material adverse impact the Respondent's ability to supply the Goods (including Respondent specific, industry-wide, state-wide, national, and global risks);
 - (ii) risk management and mitigation strategies to avoid or prevent those circumstances from occurring (where possible); and
 - (iii) business continuity and contingency planning setting out measures to be taken should those circumstances arise to ensure impact to Participating Health Service operations is minimised or avoided.

- c. The Respondent must provide its risk management system documentation (including business continuity and contingency planning) to the Participating Health Services and the Organisation on request.

21. Transition Plans

- a. The Contractor must have generic plans for:
 - (iv) Transition In – setting out actions and dependencies required for the Contractor to commence supply of Goods to a Participating Health Service including interactions required with any outgoing Contractor;
 - (v) Transition Out – setting out actions and dependencies required for the Contractor to transfer the supply of Goods for a Participating Health Service to another Contractor including any interactions required with that Contractor.
- b. The Transition In and Transition Out plans must include minimum realistic timeframes required for the actions and dependencies described and should include considerations for ensuring continuity of service during transfer and minimisation of disruption to Participating Health Service operations.
- c. Transition In and Transition Out plans must include considerations for:
 - (vi) Meeting site specific requirements of the Organisation and/or each Participating Health Service site, including delivery windows, access requirements, and contact arrangements;
 - (vii) Provision of integration of systems required to deliver the Goods;
 - (viii) Provision of education and training programs for the Organisation and/or Participating Health Service Personnel;
 - (ix) Cooperation with the Organisation and Participating Health Service personnel.
- d. The Supplier must prepare a specific and detailed version of the Transition In and/or Transition Out plans for a Participating Health Service within 20 Business Days of a written request unless an alternative reasonable timeframe is otherwise agreed between the Contractor and the Participating Health Service.

Pricing

22. Price Structure

- a. Prices must be expressed in Australian currency.
- b. Price(s) offered will be in accordance with the ITS requirements applying to the Agreement period or pursuant to the review periods therein.
- c. The submitted prices must be exclusive of the Goods and Services Tax (GST) but must include all royalties, exchange rates, levies, duties, other taxes, and charges required for supplying the Deliverables.
- d. Any charge not included in prices offered, or otherwise stated in the Response as being additional, will not be considered.
- e. For Goods indicated in Part 7 Forms – Tender Response Worksheet, the Respondent must submit Unit Prices for each Good, being the total price for the Good (inclusive of margin), which will be applicable to the Organisation and all Participating Health Services:

- (i) Unit Buy –The Respondent must indicate the Unit Price based on the individual unit of measure.
 - (ii) Volume Break - The Respondent must indicate the quantity at which they are willing to supply the Goods at a more favourable price.
 - (iii) Bulk Buy - The Respondent must indicate the quantity at which the order quantity is considered as a Bulk Buy and the respective price.
 - (iv) Planned Purchases - The Respondent must indicate the quantity at which the order quantity is considered as a Planned Purchase and the respective price for the Good.
- f. For price structures indicated in clause (e) the Respondent must submit prices following the delivery options:
- (i) Dock Delivery - The Unit Price includes delivery of the Goods into the delivery dock nominated by the Organisation or the Participating Health Service.
 - (ii) Desktop Delivery – a standard percentage surcharge that will be applicable on the Dock Delivery price for all Goods.
- g. Desktop Delivery Surcharge indicated in clause (ii) above will be applicable for all Goods, including Non-basket Items, provided by the Contractor.
- h. For example:
- (i) If the Unit Price of an item for Dock Delivery is \$5.00 per piece; and
 - (ii) Desktop Delivery Surcharge is 10%,
the Desktop Delivery price of the item will be \$5.50 per piece.
- i. If the Organisation or a Participating Health Service requests price for a Non-basket Item, the Contractor must provide the price following the price structures indicated in this clause 22.

23. Volatile and Non-Volatile Goods

- a. The Respondent must classify all Goods offered into Volatile and Non-Volatile Goods (Volatility Status) based on the volatility of Cost Indices pertaining to each Good at the time of this ITS.
- b. For Goods classified as Volatile, Respondents must provide justifications for the volatility status of the Good to the reasonable satisfaction of the Organisation. This would include but not be limited to:
 - (i) Evidence of more than +/-10% movement of weighted average of respective Cost Indices in 6-month period preceding submission;
- c. HSV will review the classification of Goods based on the justifications provided by the Respondent. if HSV determines that the Good is not a Volatile Good, it will be reclassified as a Non-Volatile Good.
- d. Based on prevailing market conditions during the Term of the Agreement, during price review period, the Organisation or the Contractor may request review of the volatility status of any Good. The Contractor must provide justifications for the volatility status of the Good to the reasonable satisfaction of the Organisation. This would include but not be limited to:
 - (i) Evidence of more than +/-10% movement of weighted average of respective Cost Indices within the previous review period;
- e. Based on the justifications provided by the Contractor, if HSV determines that the Good is not a Volatile Good, the Good will be reallocated as Non-Volatile.

24. Pricing review

- a. Unit Pricing will be adjusted on frequencies and mechanisms indicated below:

24.1. Non-Volatile Goods

- a. In advance of exercising any Further Term, HSV may provide the opportunity for the Contractor to request a price review. Any price review:
- (i) will be initiated up to three months prior and agreed by the parties no later than one month before the commencement of the Further Term;
 - (ii) response to pricing review must be submitted in the format requested by the Organisation and must be completed in full;
 - (iii) any increases to the pricing must be accompanied with the supporting evidence and justification; and
 - (iv) no response by the Contractor will be deemed as an acceptance of the current Agreement terms and conditions for the Further Term.
- b. The price review is capped to 3% of the original price or the most recent annual CPI%, whichever is lower.
- c. HSV reserves the right to negotiate price review outcomes with the Contractor.
- d. Upon receipt of any requests, the Organisation must grant or refuse the increase or decrease in prices, completely or in part, in its absolute discretion, by giving the Contractor written notice.

24.2. Volatile Goods

- a. Price review of Volatile Goods may be initiated by HSV or the Contractor and will be subject to review every 6 months commencing from the Commencement date of this Agreement based on the following process:
- a. Price review must be based on the following:

$$\text{New Price} = \text{Current Price} \times (0.20 + (0.30 \times (1 + A)) + (0.50 \times (1 + B)))$$

where,

- A = weighted average of indices Group 1: 'Cost to Serve'; and
 - B = weighted average of indices Group 2: 'Cost of Goods'.
- (i) Cost to Serve will include the following Cost Indices:
- Sea Freight, if applicable;
 - Local distribution and warehousing;
 - Manufacturing costs, as applicable to the Respondent; and
 - Wages.
- (ii) Cost of Goods will include cost of Raw Materials such as Paper and Pulp, Rubber, Plastic etc.
- b. For example:
- In a scenario where:
- Current Price = \$100 per Good,

- Indices under Group 1: Cost to Serve agreed between HSV and the Contractor:
 1. Index 1 - Shipping - S&P Global Platts container index; and
 2. Index 2 –Wage Price Index (WPI) - Total hourly rates of pay excluding bonuses; (Australia); Private and Public; All industries; Series ID - A2603609J.
- Indices under Group 2: Cost of Goods agreed between HSV and the Contractor:
 1. Product Price Index (Australia) Pulp, paper and converted paper products series ID A2309147T.

Change in Group 1: Cost to Serve:

Index	Indices	Index weighting	Index movement in the past 6 months	Weighted movement
Index 1	Shipping	70%	15%	10.50%
Index 2	WPI	30%	3%	0.90%
Total weighting (A)				11.40%

Change in Group 2: Cost of Goods:

Index	Indices	Index weighting	Index movement in the past 6 months	Weighted movement
Index 1	Paper	100%	10%	10.00%
Total weighting (B)				10.00%

Based on the price review formula indicated in clause 24.2.a.ii,

$$\text{Step 1 – New Price} = \text{Current Price} \times (0.20 + (0.30 \times (1 + A)) + (0.50 \times (1 + B)))$$

$$\text{Step 2 – New Price} = 100 \times (0.2 + (0.30 \times (1 + 11.40\%)) + (0.5 \times (1 + 10.00\%)))$$

$$\text{Step 3 – New Price} = 100 \times (0.2 + (0.33) + (0.55))$$

$$\text{New Price} = 100 \times 1.0842 = \mathbf{\$108.42}$$

- c. any request to increase the pricing must be accompanied with the supporting evidence and justification. A request to increase the prices will be considered by HSV only if the weighted average of indices, of Cost to Service (A), Cost of Goods (B) or both have increased more than 10% compared to the same time 6-months prior.
- d. Price review requests may be initiated up to three months prior and agreed by the parties no later than two months before the Effective Date.
- e. If the receiving party does not respond to the price review request within 20 days of issuing the price review request, the issuing party must follow up on the status of the request.
- f. No response by the other party will be deemed as an acceptance of the changes requested.
- g. Upon receipt of the price review request, the receiving party must review and grant or refuse the increase or decrease in prices, completely or in part, within 30 days of receipt of the request, unless an extension is agreed between the parties prior.
- h. Following notification from HSV to the Contractor on the outcome of the price review, prices will come into effect one month from the date of notice (Effective Date).
- i. For Cost Indices and respective weightings, HSV has provided suggested weightings for each category in Part 7 Forms – Tender Response Worksheet.
- j. For each of the Goods, the Respondent must either:
 - (i) confirm that HSV’s suggested Cost Index is an appropriate indicator for market price movements for that item; or

- (ii) submit an alternative Cost Index appropriate for that item for HSV's consideration, provided that index is recognised by the industry, independent, preferably publicly available on the internet, free to access and published with sufficient regularity for use in pricing reviews every 6 months. The Respondent must provide an explanation to HSV as to the relevance and connection of the alternative Cost Index to the Respondent's supply of the Goods.
- k. Upon consideration of any alternative weighting and/or Cost Index proposed by the Respondent, HSV may, in its sole discretion:
 - (i) require further information from the Respondent;
 - (ii) accept the Respondent's alternative weighting and/or Cost Index;
 - (iii) maintain HSV's suggested weighting and/or Cost Index as the most appropriate index; or
 - (iv) negotiate with the Respondent a different weighting and/or Cost Index.
- l. HSV prefers, where possible, to establish uniform weightings and Cost Indices across contractors for the same category or Basket Items.
- m. HSV reserves the right to negotiate price review outcomes with the Contractor.
- n. Upon receipt of any requests, HSV must grant or refuse the increase or decrease in prices, completely or in part, in its absolute discretion, by giving the Contractor written notice.

24.3. Change in Exchange Rates

- a. The price review will be on an annual basis on the variation (increase or decrease) in Exchange Rate of Australian dollars (AUD) against US Dollars (USD). The Contractor must provide evidence of the cost variation to HSV.
- b. The review and application of the Price Review due to change in Exchange Rates will begin 2 months prior to the Calculation Date between the Contractor and HSV.
- c. The price review will be based on the impact of the Exchange Rate variation (increase or decrease) to the imported content (Percentage of Foreign Content) of the contracted Goods. The Respondent must indicate in Percentage of Foreign content in Part 7 Forms – Tender Response Worksheet that is applicable to each subcategory.
- d. For subcategories that have a Percentage of Foreign Content greater than 0% listed, price movement calculations will be based on the following:
 - (i) If the New Exchange Rate is +/-10% of Base Exchange Rate:

$$\text{New Price} = \text{Current Price} \times \left(\frac{\text{New Exchange Rate} - \text{Base Exchange Rate}}{\text{Base Exchange Rate}} \right) \times \text{Percentage of Foreign Content}$$
 - (ii) The price review is capped to 3% of the Current price.
- e. HSV reserves the right to negotiate price review outcomes with the Contractor.
- f. Upon receipt of any requests, HSV must grant or refuse the increase or decrease in prices, completely or in part, in its absolute discretion, by giving the Contractor written notice.

24.4. Rolling Sales Discounts – optional

- a. HSV is requesting Respondents provide a rolling sales discount framework allowing an agreed discount rate (%) where the aggregated sales of Goods purchased by all the Participating Health Services in a 6-month period exceed certain thresholds nominated by the Respondent in its ITS submission.

- b. If agreed by HSV and the Respondent, the rolling sales discount will be applied on a 6-month basis with the prices for each 6-month period being temporarily discounted based on the aggregated sales from the previous period.
- c. HSV invites Respondents to offer discounts each 6-month period from the Unit Prices based on the amount in sales (ex GST) from the previous 6-month period as a sales discount applicable to the next period, For example:
 - (i) the Respondent nominates in its ITS submission that if the Organisation or the Participating Health Services purchase more than \$20,000 in Goods in a given 6-month period, the next 6-month period's Unit Prices will be offered a 1% discount.
 - (ii) the Respondent nominates that if the Organisation or the Participating Health Services purchase more than \$30,000 in Goods in a given 6-month period, the next 6-month period's Unit Prices will be offered a 2% discount.

25. Consolidation of orders

- a. The Contractor must work with individual Participating Health Services to consolidate orders to reduce costs involved in ordering and processing.
- b. The Contractor must provide Consolidation Incentives on an annual basis, to Participating Health Services who have successfully consolidated orders.
- c. Respondents must provide details of Consolidation Incentives provided in Part 7 – Tender Response Worksheet.

Product Specifications

26. Substances of Concern

- a. Preference will be given to products (including their accompanying packaging) that are latex-free, unless otherwise stated.
- b. Preference may be given to products and packaging that are free of phthalates listed in California Proposition 65.
- c. Preference will be given to products and packaging that do not contain per- and poly-alkyl fluorinated substances (PFAS) or only in trace amounts (<0.1%).

27. Category Specifications

27.1. Category 1 – Paper

- a. A range of copy and printer paper is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list
- b. Copy and printer paper products tendered must be certified as proving chain of custody to a sustainable forestry management scheme and the certification number(s) or code(s) must be provided in the relevant column of the Tender Response Worksheet.

- c. All copy and printer paper tendered must be suitable for use in a broad range of high-speed print capable and copy capable devices. The Respondent must ensure that all copy paper tendered are of good quality and must not void the warranty of the printer in which it is used.
- d. For each Paper offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;
 - (ii) Size (e.g. A4);
 - (iii) Weight (e.g. 80gsm);
 - (iv) Grade (e.g. Copy, Photo, Newsprint);
 - (v) Colour/Tint (e.g. CIE L*, a*, b*);
 - (vi) Whiteness (e.g. CIE Whiteness);
 - (vii) Sustainable Forest Management Certification program (e.g. FSC, AFS, PEFC);
 - (viii) Certification code or number;
 - (ix) The percentage of recycled content (e.g. 0%, 10%, 50%, 80%, 100%);
 - (x) If the virgin fibre content is assured as having been bleached using a Total Chlorine Free (TCF) process, Elemental Chlorine Free (ECF) technology, or if recycled, is Process Chlorine Free (PCF); and
 - (xi) If the product is certified as Carbon Neutral by a standard such as Climate Active (previously the National Carbon Offset Standard (NCOS)).

27.2. Category 2 – Toner & Ink Cartridges

27.2.1. Subcategory 2.01 – Toner Cartridges

- a. A range of Toner Cartridges is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. Respondents must advise the details of the product warranty, and company replacement policy for all faulty toners, particularly where user damage is not evident.
- c. It is desirable for Respondents to offer financial loyalty rebates for Toner Cartridges. Respondents must advise in the appropriate column in the Tender Response Worksheet the details of:
 - (i) Any financial loyalty rebates offered to customers who purchase OEM toner cartridges;
 - (ii) Any parameters surrounding access to such loyalty rebates;
 - (iii) Any program adopted for recycling OEM toner cartridges; and
 - (iv) Any value-add services offered, such as servicing of printers or copiers.
- d. Respondents must confirm in the Tender Response Worksheet if rebates offered are incorporated into the delivered pricing.
- e. Where remanufactured and own branded printer and toner cartridges are tendered:
 - (i) Refilled and remanufactured printer and toner cartridges must be validated for use with the range of printers and copiers recommended by the Respondent; and
 - (ii) Validation data and reference sites must be available upon request.

- f. For each Toner Cartridge offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Part Number;
 - (iii) Supplier Code;
 - (iv) Colour;
 - (v) Yield;
 - (vi) Cost per page;
 - (vii) OEM or Rebrand; and
 - (viii) For refilled or remanufactured cartridges, the compatible printer/s or copier/s.

27.2.2. Subcategory 2.02 – Ink Cartridges

- a. A range of Ink Cartridges is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. Respondents must advise the details of product warranty, and company replacement policy for faulty Ink Cartridges, particularly where user damage is not evident.
- c. It is desirable for Respondents to offer financial loyalty rebates for Ink Cartridges. Respondents must advise in the appropriate column in the Tender Response Worksheet the details of:
- (i) Any financial loyalty rebates offered to customers who purchase OEM ink cartridges;
 - (ii) Any parameters surrounding access to such loyalty rebates; and
 - (iii) Any program adopted for recycling OEM ink cartridges; and
 - (iv) Any value-add services offered, such as servicing of printers or copiers.
- d. Respondents must confirm in the Tender Response Worksheet if rebates offered are incorporated into the delivered pricing.
- e. Where remanufactured and own branded ink cartridges are tendered:
- (i) Refilled and remanufactured ink cartridges must be validated for use with the range of printers and copiers recommended by the Respondent; and
 - (ii) Validation data and reference sites must be available upon request.
- f. For each Ink Cartridge offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Part Number;
 - (iii) Supplier Code;
 - (iv) Colour;
 - (v) Yield;
 - (vi) Cost per page;
 - (vii) OEM or Rebrand; and
 - (viii) For refilled or remanufactured cartridges, the compatible printer/s or copier/s.

27.2.3. Subcategory 2.03 – Imaging Drum and Fax Cartridges

- a. A range of Imaging Drums and Fax Cartridges is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. Respondents must advise the details of product warranty, and company replacement policy for faulty Imaging Drums and Fax Cartridges, particularly where user damage is not evident.
- c. It is desirable for Respondents to offer financial loyalty rebates for Imaging Drum and Fax Cartridges. Respondents must advise in the appropriate column in the Tender Response Worksheet the details of:
 - (i) Any financial loyalty rebates offered to customers who purchase OEM Imaging Drums and Fax cartridges;
 - (ii) Any parameters surrounding access to such loyalty rebates; and
 - (iii) Any program adopted for recycling OEM Imaging Drums and Fax cartridges; and
 - (iv) Any value-add services offered, such as servicing of printers, copiers, or fax machines.
- d. Respondents must confirm in the Tender Response Worksheet if rebates offered are incorporated into the delivered pricing.
- e. Where remanufactured and own branded Imaging Drums and Fax cartridges are tendered:
 - (i) Refilled and remanufactured Imaging Drums and Fax cartridges must be validated for use with the range of printers, copiers, and fax machines as applicable, recommended by the Respondent; and
 - (ii) Validation data and reference sites must be available upon request.
- f. For each Imaging Drum and Fax Cartridge offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product Type (e.g. imaging drum, cartridge fax);
 - (ii) Brand name;
 - (iii) Part Number;
 - (iv) Supplier Code;
 - (v) Colour;
 - (vi) Yield;
 - (vii) Cost per page;
 - (viii) OEM or Rebrand; and
 - (ix) For refilled or remanufactured cartridges, the compatible printer/s or copier/s.

27.3. Category 3 – Filing

27.3.1. Subcategory 3.01 – Labels and Removable Notes

- a. A range of Labels and Removable Notes is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Label and Removable Note offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;

- (ii) Part Number;
- (iii) Supplier code;
- (iv) Dimension in metric units (e.g. 10.5cm x 3.7cm);
- (v) Sheet or Roll;
- (vi) Quantity per sheet/Roll;
- (vii) Colour (e.g. white, clear, blue); and
- (viii) Printed wording where applicable (e.g. Invoice, Faxed, Urgent).

27.3.2. Subcategory 3.02 – Files, Folders and Dividers

- a. A range of Files, Folders and Dividers is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each File, Folder and Divider offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type;
 - (ii) Brand name;
 - (iii) Size (e.g. A4, A3, FC);
 - (iv) Material (e.g. PVC);
 - (v) Colour;
 - (vi) Tabs where applicable (e.g. 1-20, A-Z, 5tab);
 - (vii) Other Features (e.g. expanding, suspension); and
 - (viii) Recycled content where applicable (e.g. 20%, 50%, 100%).

27.3.3. Subcategory 3.03 – Ring Binders and Inserts

- a. A range of Ring Binders and Inserts is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Ring Binder and Insert offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;
 - (ii) Supplier code;
 - (iii) Size (e.g. A4);
 - (iv) Rings (e.g. 2D Ring, 3D Ring);
 - (v) Dimensions in millimetres (e.g. 20mm, 25mm, 65mm); and
 - (vi) Colour (e.g. white, clear, blue).

27.3.4. Subcategory 3.04 – Protectors, Pouches and Pockets

- a. A range of Protectors, Pouches and Pockets is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Protector, Pouch and Pocket offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:

- (i) Product type (e.g. sheet protector, pocket copy, laminating pouch);
- (ii) Brand;
- (iii) Supplier code;
- (iv) Size (e.g. A4, A5);
- (v) Thickness in microns (e.g. 125micron, 80micron); and
- (vi) Colour (where applicable).

27.4. Category 4 – Stationery

27.4.1. Subcategory 4.01 – Writing Implements

- a. A range of Writing Implements is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Writing Implement offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (Pen, Pencil, Ruler, Eraser, Marker);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Grade (where applicable) (e.g. HB, 4B);
 - (v) Tip or point size (e.g. medium, fine);
 - (vi) Ink colour (e.g. red, blue); and
 - (vii) Mechanics (where applicable) (e.g. soft grip, retractable).

27.4.2. Subcategory 4.02 – General Stationery

- a. A range of General Stationery is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each General Stationery product offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product (e.g. correction tape, stapler, calculator, document tray, desk bin);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Size (e.g. 2-Hole, 5mm x 8mm, No.34);
 - (v) Colour (where applicable);
 - (vi) Part Number (where applicable); and
 - (vii) Material of construction (where applicable) (e.g. metal wire).

27.4.3. Subcategory 4.03 – Holders, Whiteboards and Frames

- a. A range of Holders, Whiteboards and Frames is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.

- b. For each Holder, Whiteboard and Frame offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. brochure holder, frame, whiteboard, easel);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Size (e.g. 21cm x 30cm, A4, 38mm);
 - (v) Colour (where applicable);
 - (vi) Part Number (where applicable); and
 - (vii) Material (e.g. metal, cork, aluminium).

27.4.4. Subcategory 4.04 – Storage, Packaging and Mailing

- a. A range of Storage, packaging and Mailing products is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Storage, Packaging and Mailing product offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. mailbag, envelope, stamp, box);
 - (ii) Brand;
 - (iii) Part Number;
 - (iv) Size (where applicable) (e.g. C4, DL);
 - (v) Supplier code;
 - (vi) Dimensions in metric units (where applicable) (e.g. 11cm x 7.4cm);
 - (vii) Colour (where applicable);
 - (viii) Wording of printing (where applicable) (e.g. wording on stamps); and
 - (ix) Other features (e.g. Peel-N-Seal,).

27.4.5. Subcategory 4.05 – Books and Pads

- a. A range of Books and Pads is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Book and Pad offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. note, telephone, accounting, duplicate);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Size (where applicable) (e.g. A4);
 - (v) Dimensions in metric units (where applicable) (e.g. 12.5cmx10cm);
 - (vi) Number of pages (e.g. 120 page, 300 page);
 - (vii) Binding (e.g. stapled, spiral); and
 - (viii) Weight in grams (e.g. 50g, 80g).

(ix) The percentage recycled content if applicable (e.g. 20%, 50%, 100%).

27.4.6. Subcategory 4.06 – Adhesives and Tapes

- a. A range of Adhesives and Tapes is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Adhesive and Tape product offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. invisible tape, masking tape, foam, glue stick);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Width in millimetres (where applicable) (e.g. 24mm, 36mm);
 - (v) Length in metres (e.g. 33m, 66m);
 - (vi) Size (where applicable) (e.g. Large, 75g, 35g);
 - (vii) Part Number (where applicable);
 - (viii) Colour (where applicable); and
 - (ix) Material of construction (where applicable) (e.g. cloth, paper).

27.4.7. Subcategory 4.07 – Diaries, Organisers and Planners

- a. A range of Diaries, Organisers and Planners is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Diary, Organiser and Planner offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. diary, organiser);
 - (ii) Brand name;
 - (iii) Supplier code;
 - (iv) Size (e.g. A4, A5, 91cm x 60cm);
 - (v) Layout (e.g. Dpp, Wtv, Wto, Monthly, Financial, Project);
 - (vi) Colour (where applicable);
 - (vii) Year (e.g. 2016); and
 - (viii) Other Features (e.g. board mounted, 100 page).
 - (ix) Recycled content if applicable (e.g. 20%, 50%, 100%).

27.4.8. Subcategory 4.08 – Clips, Pins and Fastness

- a. A range of Clips, Pins and Fasteners is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Clip, Pin and Fastener offered, Respondents must advise the following information in the Product Description of Tender Response Worksheet:
 - (i) Product type (e.g. owl, paper, bulldog);
 - (ii) Supplier code;

- (iii) Dimensions in millimetres;
- (iv) Colour (where applicable); and
- (v) Other features (e.g. self-adhesive).

27.5. Category 5 – ICT Consumables

27.5.1. Subcategory 5.01 – Computer Accessories

- a. A range of Computer Accessories is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Computer Accessory offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. mouse pad, laptop bag, maintenance kit, tablet accessories, headphones);
 - (ii) Brand;
 - (iii) Part Number;
 - (iv) Supplier code;
 - (v) Size (where applicable) (e.g. A4);
 - (vi) Dimensions in metric units (where applicable);
 - (vii) Thickness in metric units (where applicable);
 - (viii) Colour (where applicable); and
 - (ix) Other features (e.g. optical, 220V).

27.5.2. Subcategory 5.02 – Data Media

- a. A range of Data Media products is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Data Media product offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Product type (e.g. Flash Drives, Hard Drives);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Size (e.g. 700MB/80Min, 4GB);
 - (v) Colour (where applicable); and
 - (vi) Other features (e.g. speed).

27.6. Category 6 – Batteries

- a. A range of Batteries is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each battery listed, Respondents must include separate line for Single and Bulk pricing.
- c. All batteries tendered must comply with and be tested to IEC 60086 &/or ANSI C18 series standard.

- d. For each Battery offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Voltage (e.g. 1.5V);
 - (iii) Size (e.g. AA, AAA);
 - (iv) Capacity in Amp-hr;
 - (v) Rechargeable (where applicable); and
 - (vi) Battery chemistry (e.g. Alkaline, Lithium).

27.7. Category 7 – Cleaning and Janitorial

For all products offered in this Category, Respondents must ensure that appropriate references are provided.

27.7.1. Subcategory 7.01 – Cleaning Cloths

- a. A range of Cleaning Cloths is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This category includes, but is not limited to:
- (i) Microfibre;
 - (ii) Ultramicrofibre;
 - (iii) Woven;
 - (iv) Non-woven; and
 - (v) Cleaning cloths with integral handles and frames (where applicable).
- c. Respondents must ensure that all products offered are:
- (i) Lint free;
 - (ii) Of consistent quality;
 - (iii) Soft and non-abrasive;
 - (iv) Colourfast.
 - (v) All non-woven Cleaning Cloths must be of sufficient strength to avoid being torn during normal use; and
 - (vi) Cleaning Cloths offered in dispenser packs must be packaged in a manner that facilitates easy individual removal.
- d. For each Cleaning Cloth offered Respondents must provide the following information in the Product Description of the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Type of cloth (e.g. microfibre cleaning cloth, glass cleaning cloth);
 - (iii) Decitex rating (where applicable);
 - (iv) Colour;
 - (v) Colour coding (where applicable);

- (vi) Dimensions in centimetres;
 - (vii) Roll or pieces;
 - (viii) Perforated (where applicable);
 - (ix) Single use (where applicable); and
 - (x) Antibacterial properties (where applicable);
- e. For each integral handle (where applicable) offered Respondents must provide the following information in the Product Description of the Tender Response Worksheet:
- (i) Colour range;
 - (ii) Material (e.g. PVC, aluminium);
 - (iii) Length of handle in centimetres;
 - (iv) Extendable (where applicable); and
 - (v) Length with extension in centimetres.
- f. For each integral frame (where applicable) offered Respondents must provide the following information in the Product Description of the Tender Response Worksheet:
- (i) Colour range;
 - (ii) Material (e.g. PVC, aluminium); and
 - (iii) Dimensions of frame in centimetres.
- g. For all attachable Cleaning Cloths offered, Respondents must advise in the relevant column of the Tender Response Worksheet the handles and frames with which they are compatible.
- h. For each Cleaning Cloth offered Respondents must advise in the relevant column of the Tender Response Worksheet:
- (i) Whether the cloth is:
 - Machine washable (in accordance with AS 4146: Laundry Practices)
 - Maximum temperature able to be machine washed;
 - Able to be tumble dried; and
 - Antistatic.
 - (ii) The recommended number of reuses (where applicable).

27.7.2. Subcategory 7.02 – Mops

- a. A full range of Mops is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes but is not limited to:
- (i) Wet and dry mop-heads;
 - (ii) Mops with integral handles; and
 - (iii) A range of materials including microfibre.
- c. For each Mop offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Type of mop (e.g. flat mop, squeeze mop head, dust mop head);

- (iii) For the mop head:
 - Shape (e.g. round, flat);
 - Configuration (e.g. fringe, loop, tail);
 - Colour (where applicable);
 - Dimensions in centimetres;
 - Material (e.g. microfibre, cotton); and
 - Dry weight in grams;
 - (iv) Refill, with or without lugs (where applicable);
 - (v) With scourer (where applicable);
 - (vi) For the integral handle (where applicable):
 - Colour;
 - Material (e.g. PVC, aluminium);
 - Length of handle in centimetres (cm);
 - Extendable (where applicable); and
 - Length with extension in centimetres.
 - (vii) Single use (where applicable); and
 - (viii) For the ferrule:
 - Size in millimetres; and
 - Material (e.g. plastic).
- d. Where applicable, Respondents must advise in the relevant column of the Tender Response Worksheet whether the product is:
- (i) Machine washable in accordance with *AS 4146: Laundry Practices*;
 - (ii) Maximum temperature able to be machine washed; and
 - (iii) Able to be tumble dried.
- e. For all reusable Mops offered, Respondents must advise the recommended number of reuses in the relevant column of the Tender Response Worksheet.
- f. For all detachable mop heads offered, Respondents must advise in the relevant column of the Tender Response Worksheet the handles with which they are compatible.
- g. For all Mop products offered, Respondents must identify in the relevant column of the Tender Response Worksheet the presence of natural rubber latex in the product.

27.7.3. Subcategory 7.03 – Machine and handheld scrub pads and scourers

- a. A full range of Machine and Handheld Scrub Pads and Scourers is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Machine or Handheld Scrub Pad or Scourer offered Respondents must provide the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;
 - (ii) Product type (e.g. floor scrub pad, surface scourer);
 - (iii) Material of construction (e.g. stainless steel);
 - (iv) Colour coded (where applicable);

- (v) Dimensions in centimetres;
- (vi) Non scratch (where applicable);
- (vii) For the integral handle (where applicable):

- Material of handle (e.g. PVC);
- Length in centimetres.

- (viii) For machine floor scourer pads:

- Operating speed in revolutions per minute;
- Intended use (e.g. buffer); and
- Single use (where applicable).

- c. Respondents must advise in the relevant column of the Tender Response Worksheet the handles with which they are compatible (where applicable).

27.7.4. Subcategory 7.04 – Buckets

- a. A full range of Buckets is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This may include, but is not limited to:
 - (i) General purpose buckets;
 - (ii) Mopping buckets;
 - (iii) Window buckets; and
 - (iv) Carryalls.
- c. All metal buckets, handles and castors must be rust resistant.
- d. All buckets offered must be of robust and rigid construction.
- e. All castors must be non-marking.
- f. For each Bucket offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;
 - (ii) Capacity in litres;
 - (iii) Material of construction (e.g. steel, polypropylene);
 - (iv) Colour coding (where applicable);
 - (v) Number of castors (where applicable);
 - (vi) Dimensions of castors in millimetres;
 - (vii) With or without:
 - A grid;
 - A dirt sump;
 - A wringer; and
 - Wheel locks;
 - (viii) For the dolly (where applicable):
 - Inner diameter in centimetres;

- Load capacity in kilograms; and
 - Number of castors.
- g. For any additional components offered, Respondents must provide a clear description of the component in the Product Description of the Tender Response Worksheet.
- h. For all additional components offered, Respondents must advise in the relevant column of the Tender Response Worksheet the product code/s with which the component is compatible.
- i. Where applicable, for all buckets offered, Respondents must advise in the relevant column of the Tender Response Worksheet:
- (i) The attachment/s with which they are compatible; and
 - (ii) For the wringers:
 - Dry weight of compatible mop in grams;
 - Foot pedal or handle operated;
 - Short or long levered handle (where applicable);
 - Shape of compatible mop; and
 - Description of mechanism (e.g. spring loaded, geared).

27.7.5. Subcategory 7.05 – Cleaning signage

- a. A range of Cleaning Signage is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. Respondents please note that for the purpose of this tender only the following signage is requested:
- (iii) “Wet floor” and/or “Cleaning in progress” floor signage; and
 - (iv) “Closed for cleaning” door signage.
- c. All “Wet floor” and/or “Cleaning in progress” floor signage offered must be constructed from high impact PVC.
- d. All Cleaning Signage must be able to be cleaned in accordance with the relevant standards as listed in Appendix 1 - Compliance Requirements.
- e. For each Cleaning Signage offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
- (i) Brand name;
 - (ii) Product type (e.g. wet floor sign, cleaning in progress sign, closed for cleaning door sign);
 - (iii) Shape (e.g. cone, a-frame, rectangle);
 - (iv) Colour;
 - (v) Colour coded (where applicable);
 - (vi) Dimensions (height, width, length) in centimetres;
 - (vii) Foldable or collapsible (where applicable);
 - (viii) Wording (e.g. Caution. Wet Floor) (where applicable);
 - (ix) Universal symbol (e.g. universal wet floor symbol) (where applicable);
 - (x) For “Closed for Cleaning” door signs:
 - Material of construction of the:
 - Pole

- Sign;
- (xi) Length of pole in centimetres; and
- (xii) Maximum extended length of pole in centimetres.

27.7.6. Subcategory 7.06 – Handles and Extensions

- a. A full range of Handles and Extensions is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. All metal Handles, Extensions and Mounting brackets must be rust resistant.
- c. Respondents please note that wooden or porous handles will not be accepted as part of this tender.
- d. For each Handle or Extension offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
 - (i) Brand name;
 - (ii) Length in centimetres;
 - (iii) Extended length in centimetres (where applicable);
 - (iv) Internal and external diameter in millimetres;
 - (v) Size of ferrule in millimetres;
 - (vi) Ferrule adaptor for alternative sized handles (where applicable);
 - (vii) Material of construction (e.g. aluminium);
 - (viii) Colour coded (where applicable);
 - (ix) Mop clamp (where applicable);
 - (x) Mop clamp with integral handle (where applicable);
 - (xi) Interchangeable (where applicable); and
 - (xii) For the mounting brackets:
 - Material (e.g. PVC).
- e. For all detachable Handles or Extensions and Mounting brackets offered, Respondents must advise in the relevant column of the Tender Response Worksheet the:
 - (i) Attachment/s or components with which they are compatible;
 - (ii) Thread compatibility; and
 - (iii) Presence of natural rubber latex.

27.7.7. Subcategory 7.07 – Janitorial Supplies

- a. A range of Janitorial Supplies is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Janitorial Supply product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) Manufacturer name and brand name;
 - (ii) Product description (e.g. Surface Wipes, surface spray, dishwashing detergent, air freshener, swing-top bin etc);

- (iii) unit of measurement (e.g. bottle, carton);
- (iv) unit size (litres, millilitres); and
- (v) number of units per pack.

27.8. Category 8 – Kitchen Supplies

- a. With the exception of Subcategory 8.04 - Kitchenware and kitchen appliances:
 - (i) For all brands of food items tendered, Respondents must ensure that all food products tendered are manufactured in locations that hold a valid Food Quality Certificate.
 - (ii) Respondents must ensure that all food products tendered are stored in local council approved warehouses to hold food products on site.
 - (iii) Goods supplied under these subcategories must indicate an 'Expiry Date', 'Use by Date' or 'Best before Date'.
- b. The Respondent must provide copies of valid Food Quality Certificates, applicable quality assurance system certificates and local council approvals for storage:
 - (i) at ITS submission;
 - (ii) on expiry of existing certificates; or
 - (iii) to HSV and/or Participating Health Services on request throughout the life of any resulting agreements.
 - (iv) Respondents must ensure that manufacturers of the Goods provided have valid Food Quality Certificates and applicable quality assurance system certificates at all times and are to notify HSV immediately if their Food Quality certification has been withdrawn or has expired without re-issue.
- c. The Contractor must not deliver Goods that are damaged, deteriorated or perished.
- d. The Contractor must not deliver Goods that show signs of pests or unacceptable odour or colour.
- e. Except where there is evidence of inappropriate handling by the receiving Participating Health Service, all substandard products must be replaced at no cost to the health service. For the avoidance of doubt, the Contractor must bear the cost of both product price and freight for replacement products.
- f. The Respondent must in accordance with Australia and New Zealand Food Safety Standard 3.2.2 (Food Safety Practices and General Requirements) Division 3 Section 12:
 - (i) have in place a policy to ensure the recall of unsafe Goods;
 - (ii) provide a copy of this policy (if requested) to the Participating Health Service or HSV; and
 - (iii) comply with this policy when recalling unsafe Goods.
- g. In case of a recall event, the Respondent must immediately:
 - (i) remove any unsafe Goods from distribution;
 - (ii) notify HSV and all Participating Health Services of each recall event; and
 - (iii) remove the Goods from any affected Ordering Participating Health Service.
- h. Positive consideration for ethical or sustainable sourcing certification for Goods include:
 - (i) Any product that is certified as Fairtrade.
 - (ii) Any product that is certified to Rainforest Alliance.

- (iii) Any product that is certified as organic, through a third-party certification scheme meeting AS 6000-2009, or equivalent foreign standard.
- (iv) If any processed product that incorporates vegetable oil is known and reliably assured by the Contractor to not include palm oil, or any palm oil content is independently audited to be 100% certified sustainable palm oil.

Accreditation to certification standards not explicitly mentioned above can be provided, however HSV will only accept through a review process. See clause (“Evidence of environmental or ethical claims”).

27.8.1. Subcategory 8.01 – Beverages

- a. A range of Beverages is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Beverage offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) Manufacturer name and brand name;
 - (ii) Product description (e.g. tea pot bag, cordial, drinking chocolate) and any dietary modification where applicable (e.g. low joule);
 - (iii) unit of measurement (e.g. bottle, carton);
 - (iv) unit size (litres, millilitres); and
 - (v) number of units per pack.

27.8.2. Subcategory 8.02 – Biscuits and Confectionary

- a. A range of Biscuits and Confectionary is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Biscuit and Confectionary product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) manufacturer name and brand name;
 - (ii) product name;
 - (iii) unit of measurement (e.g. packet);
 - (iv) unit size (e.g. grams or kilograms);
 - (v) number of units per pack; and
 - (vi) special dietary requirements (e.g. gluten free).

27.8.3. Subcategory 8.03 – Sugar, Sweeteners and Condiments

- a. A range of Sugar, Sweeteners and Condiments is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Sugar, Sweetener and Condiment product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) Manufacturer name and brand name;
 - (ii) Product description;
 - (iii) Unit of measurement (e.g. can, bag, pouch);

- (iv) Unit size (e.g. grams, kilograms, litres, millilitres); and
- (v) Number of units per package.

27.8.4. Subcategory 8.04 – Kitchenware and Kitchen Appliances

- a. A range of Kitchenware and Kitchen Appliances is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. For each Kitchenware and Kitchen Appliance offered, Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) Manufacturer name and brand name;
 - (ii) Product description (e.g. tongs, teaspoons, toaster, paper plates, kettle, urn);
 - (iii) Capacity in litres (where applicable);
 - (iv) Material of construction (e.g. stainless steel, polypropylene, where applicable);
 - (v) Colour (where applicable);
 - (vi) Number of units per package; and
 - (vii) Product warranty period (where applicable).

- c. Mandatory requirements for Kitchenware Consumables include:

All disposable containers, cutlery and serving ware must:

- (i) be free of rough or unfinished edges
- (ii) not distort when in normal use including when in contact with hot food or beverages.

Single-use plastics and alternative materials

- d. Kitchenware that are problematic single-use plastics are subject to an upcoming regulatory ban in Victoria. Currently this is expected to cover single-use plastic kitchenware items that are:
 - (iii) Straws;
 - (iv) Cutlery;
 - (v) Plates;
 - (vi) Drink-stirrers; and
 - (vii) Expanded polystyrene food and drink containers.
- e. If tendering these products, there must be alternatives tendered that will not be subject to regulatory ban.
- f. Single-use alternatives may be manufactured from renewable plant fibres (bioware) or compostable bioplastics.
- g. Compostable products or packaging that are made from plastics or bioplastics will only be accepted if certified as meeting either of AS 4736, AS 5810, EN 13432 (for packaging items), or EN 14995 (for non-packaging items).
- h. NOTE: plastics using oxo-biodegradable additives for degradability will not be accepted as compostable.
- i. It is desirable that products in this category that are manufactured from wood fibre have a chain of custody certification to a sustainable forestry management standard (Clause 9.2).
- j. It is desirable that products in this category do not contain PFAS (Clause 26)

27.9. Category 9 – Domestic Paper

- a. For all products offered in this Category, Respondents must ensure that appropriate references are provided.
- b. Domestic Paper products must be certified as proving chain of custody to a sustainable forestry management scheme and the certification number(s) or code(s) provided in the relevant column of the Tender Response Worksheet.

27.9.1. Subcategory 9.01 – Toilet Tissue Rolls

- a. A range of Toilet Tissue Rolls is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) standard, perforated rolls;
 - (ii) standard and compact jumbo rolls;
 - (iii) white;
 - (iv) unbleached;
 - (v) recycled; and
 - (vi) one and two ply.
- c. All toilet tissue rolls tendered must be free from:
 - (i) clumps of un-dispersed fibres;
 - (ii) thin areas due to poor formation;
 - (iii) holes;
 - (iv) contamination and foreign matter; and
 - (v) perfume.
- d. Toilet tissue must be evenly and firmly rolled on a central core made of cardboard or other similar material.
- e. The core must:
 - (i) support the roll;
 - (ii) assist in dispensing of the tissue during normal use; and
 - (iii) maintain its shape and position during normal storage and use.
- f. Toilet tissue rolls must:
 - (i) incorporate a means of preventing the rolls from unrolling during normal storage and handling and prior to use; and
 - (ii) be individually wrapped.
- g. Where perforations are present, the perforations must be formed to:
 - (i) maintain the integrity of the roll; and
 - (ii) allow clean and complete separation of the individual sheets.
- h. The tissue sheets of standard, perforated rolls must be of a minimum dimension of 9.5 x 9.5cm.
- i. Jumbo Toilet Tissue Rolls must have a minimum width of 9 cm.

27.9.2. Subcategory 9.02 – Toilet Tissue Sheets

- a. A range of Toilet Tissue Sheets is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) interleaved and interfold;
 - (ii) white;
 - (iii) unbleached;
 - (iv) recycled; and
 - (v) one and two ply.
- c. All toilet tissue sheets tendered must be free from:
 - (i) clumps of undispersed fibres;
 - (ii) thin areas due to poor formation;
 - (iii) holes;
 - (iv) contamination and foreign matter; and
 - (v) perfume.
- d. Toilet tissue sheets must be presented in a dispenser pack that:
 - (i) is sufficiently robust to hold and protect the contents during normal storage and handling; and
 - (ii) assists in the dispensing of individual sheets during normal use.
- e. Interleaved toilet tissue sheets must have minimum nominal dimensions of 9.5 x 18.5cm.
- f. Interfold toilet tissue sheets must have minimum nominal dimensions of 11 x 16.5cm.
- g. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;
 - (ii) interleaved or interfold;
 - (iii) length and width of each sheet in centimetres; and
 - (iv) number of sheets in each pack.
- h. For each product offered Respondents must provide the following information on the Tender Response Worksheet:
 - (i) if the product is:
 - one or two ply; and
 - white or unbleached;
 - (ii) whether dispenser loading instructions are present on the outer packaging.

27.9.3. Subcategory 9.03 – Toilet Tissue Dispensers

- a. A range of Toilet Tissue Dispensers is required to meet intermittent needs for replacement, rationalisation or upgrading of current dispenser systems - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.

- b. This includes:
- (i) for standard and jumbo rolls;
 - (ii) for packs of toilet tissue sheets;
 - (iii) for single and multiple rolls or packs;
 - (iv) a range of materials and colours; and
 - (v) with and without:
 - locking mechanisms;
 - viewing windows.
- c. Preference will be given to Respondents who submit dispensers with viewing windows, fully sealed and avoid cross contamination.
- d. All toilet tissue dispensers must be made from materials that resist corrosion.
- e. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
- (i) brand name;
 - (ii) the type of dispenser;
 - (iii) the internal and external dimensions of the dispenser in centimetres; and
 - (iv) the capacity of each dispenser.
- f. For each product offered Respondents must provide the following information on the Tender Response Worksheet:
- (i) the type of material the dispenser is composed of;
 - (ii) if the dispenser is loaded from the:
 - top;
 - side; or
 - front;
 - (iii) presence of a:
 - locking mechanism;
 - viewing window;
 - (iv) compatible products from the tendered range for each dispenser offered;
 - (v) if the dispenser is compatible with competitor products, and if so, indicate which products; and
 - (vi) all costs and conditions associated with the supply of dispensers, including where dispensers are offered at 'Free of Cost', 'Free on Loan' etc.
- g. The Contractor must conduct a site visit of all health services to determine the dispensers and products that are currently in use. If required, the Contractor should change the current dispensers to the ones awarded at no additional cost to the health service.
- h. In case the Participating Health Services choose to install new dispensers by using in-house resources, the Contractor must provide a service credit to the Participating Health Services at rates agreed between the parties.

- i. The Contractor must maintain a list of dispensers provided to all health services during the term of the Agreement. If the dispensers are provided on 'Free on Loan' basis, the Contractor should maintain records of start and end dates of the Loan period.
- j. The Contractor must replace any dispensers which are faulty, unless these have been damaged or misused after installation at no additional charges to the Participating Health Services.

27.9.4. Subcategory 9.03 – Paper hand towel rolls

- a. A range of single use, paper hand towel rolls is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) white;
 - (ii) unbleached;
 - (iii) recycled;
 - (iv) one and two ply; and
 - (v) perforated and unperforated.
- c. Paper hand towel rolls must be a minimum width of 18cm.
- d. All paper hand towel rolls tendered must be free from:
 - (i) clumps of undispersed fibres;
 - (ii) thin areas due to poor formation;
 - (iii) holes;
 - (iv) contamination and foreign matter; and
 - (v) perfume.
- e. The perforations must be formed to:
 - (i) maintain the integrity of the roll;
 - (ii) allow clean and complete separation of the individual sheets.
- f. Paper hand towel must be evenly and firmly rolled on a central core made of cardboard or other similar material.
- g. The core must:
 - (i) support the roll;
 - (ii) assist in dispensing of the hand towel during normal use; and
 - (iii) maintain its shape and position during normal storage and use.
- h. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;
 - (ii) the number of sheets in each roll;
 - (iii) length and width of each sheet in centimetres;
 - (iv) the length of each roll in metres; and
 - (v) the dimensions of the core in centimetres.

- i. Respondents must provide the following information in the Tender Response Worksheet:
 - (i) if the product is:
 - one or two ply;
 - white or unbleached;
- j. whether dispenser loading instructions are present on the outer packaging.

27.9.5. Subcategory 9.05 – Paper hand towel sheets

- a. A range of single use paper hand towel sheets is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) interleaved and interfold sheets;
 - (ii) one and two ply;
 - (iii) standard and compact sheet presentations;
 - (iv) a range of sizes;
 - (v) white;
 - (vi) unbleached; and
 - (vii) recycled.
- c. All paper hand towel sheets tendered must be free from:
 - (i) clumps of undispersed fibres;
 - (ii) thin areas due to poor formation;
 - (iii) holes;
 - (iv) contamination and foreign matter; and
 - (v) perfume.
- d. Paper hand towel sheets must be wrapped in a manner that:
 - (i) holds the sheets together during normal storage and handling;
 - (ii) facilitates loading into the dispenser for use.
- e. Unit packaging must be labelled with instructions for loading paper sheets into the dispensers.
- f. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;
 - (ii) standard or compact presentation;
 - (iii) the number of sheets in each pack; and
 - (iv) length and width of each sheet in centimetres.
- g. Respondents must provide the following information in the Tender Response Worksheet:
 - (v) if the product is:
 - one or two ply;
 - white or unbleached;

(vi) whether dispenser loading instructions are present on the outer packaging.

27.9.6. Subcategory 9.06 – Paper hand towel dispensers

- a. Paper hand towel dispensers are required to meet intermittent needs for replacement, or upgrading of current dispenser systems - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) for rolls;
 - (ii) interleaved sheets;
 - (iii) interfolded sheets;
 - (iv) a range of:
 - materials;
 - capacities;
 - (v) with and without a:
 - locking mechanism;
 - viewing window.
- c. Preference will be given to Respondents who submit dispensers with viewing windows.
- d. All interleaved and interfolded sheet dispensers must be capable of single sheet dispensing.
- e. All paper towel dispensers must be made from materials that resist corrosion.
- f. For each product offered, Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;
 - (ii) the internal and external dimensions of the dispenser in centimetres; and
 - (iii) the capacity of each dispenser.
- g. For each product offered, Respondents must provide the following information on the Tender Response Worksheet:
 - (iv) the type of material the dispenser is composed of;
 - (v) if the dispenser is loaded from the:
 - top;
 - side; or
 - front;
 - (vi) presence of a:
 - locking mechanism;
 - viewing window;
 - (vii) compatible products from their tendered range for each dispenser offered; and
 - (viii) if the dispenser is compatible with competitor products, and if so, indicate which products;
 - (ix) all costs and conditions associated with the supply of dispensers, including where dispensers are offered at 'Free of Cost', 'Free on Loan' etc.

- h. The Contractor must conduct a site visit of all health services to determine the dispensers and products that are currently in use. If required, the Contractor should change the current dispensers to the ones awarded at no additional cost to the health service.
- i. In case the Participating Health Services choose to install new dispensers by using in-house resources, the Contractor must provide a service credit to the Participating Health Services at rates agreed between the parties.
- j. The Contractor must maintain a list of dispensers provided to all health services during the term of the Agreement. If the dispensers are provided on 'Free on Loan' basis, the Contractor should maintain records of start and end dates of the Loan period.
- k. The Contractor must replace any dispensers which are faulty, unless these have been damaged or misused after installation at no additional charges to the Participating Health Services.

27.9.7. Subcategory 9.07 – Facial Tissues

- a. A range of 2 ply white facial tissues is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes a range of box quantities.
- c. All facial tissues tendered must be free from:
 - (i) clumps of undispersed fibres;
 - (ii) thin areas due to poor formation;
 - (iii) holes;
 - (iv) contamination and foreign matter; and
 - (v) perfume.
- d. Facial tissues must be packed in a dispenser box that:
 - (i) is sufficiently robust to hold and protect the contents during normal storage and handling;
 - (ii) facilitates in the dispensing of individual tissues during normal use.
- e. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;
 - (ii) the length and width of each tissue in centimetres; and
 - (iii) the number of tissues in each box.

27.9.8. Subcategory 9.08 – Facial Tissues box/dispensers

- a. Facial tissue box/dispensers are required to meet intermittent needs for replacement, or upgrading of current bracket/dispenser systems - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. The Contractor shall ensure that all Facial tissue boxes provided will have brackets included.
- c. All facial tissue box/dispensers must be made from materials that resist corrosion.
- d. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) brand name;

- (ii) the internal and external dimensions of the box/dispenser in centimetres; and
 - (iii) the capacity of each box/dispenser e.g. the size of the tissue box, 100, 200.
- e. For each product offered Respondents must provide the following information on the Tender Response Worksheet:
- (i) type of material the box/dispenser is composed of;
 - (ii) if the box/dispenser is loaded from the:
 - top;
 - side; or
 - front;
 - (iii) compatible products from their tendered range for each box/dispenser offered;
 - (iv) if the box/dispenser is compatible with competitor products, and if so, indicate which products; and
 - (v) all costs and conditions associated with the supply of box/dispenser, including where dispensers are offered at 'Free of Cost', 'Free on Loan' etc.
- f. The Contractor must conduct a site visit of all health services to determine the box/dispenser and products that are currently in use. If required, the Contractor should change the current brackets/dispensers to the ones awarded at no additional cost to the health service.
- g. The Contractor must maintain a list of box/dispenser provided to all health services during the term of the Agreement. If the box/dispenser are provided on 'Free on Loan' basis, the Contractor will maintain records of start and end dates of the Loan period.
- h. The Contractor must replace any box/dispenser which are faulty, unless these have been damaged or misused after installation at no additional charges to the Participating Health Services.

27.10. Category 10 – Garbage Bin Bags and Bins

27.10.1.Subcategory 10.01 – Garbage Bags and Liners

- a. A range of Garbage Bin Bags and Liners is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) Bin bags for General waste;
 - (ii) Bags for clinical waste;
 - (iii) Bags for cytotoxic waste;
 - (iv) Bags for anatomical / pharmaceutical waste;
 - (v) Bin Liners; and
 - (vi) Compostable Bin Liners

NOTE: Compostable Bin Liners must be certified to meet accepted standards as per Clause 9.4

- c. For each product offered Respondents must provide the following information in the Product Description on the Tender Response Worksheet:
 - (i) Type (e.g. Garbage)
 - (ii) Volume (in litres);

- (iii) Size (e.g. 100cmx79cm);
- (iv) Maximum Bin size suited for (e.g. 40L bin, 63cm high bin);
- (v) Material (e.g. LDPE, HDPE)
- (vi) Thickness (in microns);
- (vii) Colour (e.g. Black, Clear);
- (viii) Number of bags per box / roll;
- (ix) The percentage of recycled content (e.g. 0%, 50%, 100%);
- (x) Fragrances, if any;
- (xi) General area of use (e.g. Kitchen, Office); and
- (xii) Other details (e.g. Zip Seal, Twist ties).

27.10.2.Subcategory 10.02 – Garbage Bins

- a. A range of Garbage Bins is required - refer to Part 7 Forms – Tender Response Worksheet for the full Basket Item list.
- b. This includes:
 - (i) Bins for General waste;
 - (ii) Bins for Recycled waste;
- c. For each product offered Respondents must provide the following information in the Product Description of the Tender Response Worksheet:
 - (i) Type (e.g. Pedal Step, Wheelie, Swing Top)
 - (ii) Volume (in litres);
 - (iii) Shape (e.g. Cylindrical, Oval)
 - (iv) Size (in mm)
 - (v) Purpose (e.g. General Waste, Recycled);
 - (vi) Material (e.g. Stainless Steel, Plastic)
 - (vii) Colour (e.g. Black, Blue);
 - (viii) General area of use (e.g. Kitchen, Office, Outdoor); and
 - (ix) Other details (e.g. Soft close).
- d. If required by the Participating Health Service, the Contractor must provide bins without lids.
- e. All mobile bins provided by the Contractor must meet relevant Australian Standards for safety and quality. At a minimum, bins must satisfy the requirements of AS 4123 Mobile waste containers.

27.11. Category 11 – Office Furniture – Supply and Assembly

- a. A range of Office Furniture and Furnishings is required - refer to Part 7 Forms – Tender Response Worksheet.
- b. Office Furniture that is made from timber must be certified as proving chain of custody to a sustainable forestry management scheme and the certification number(s) or code(s) provided in the relevant column of the Tender Response Worksheet

- c. For each item of Office Furniture and Furnishings offered, Respondents must advise the following information in the Product Description of the Tender Response Worksheet:
- (i) Product type (e.g. chair, table, screen, storage or filing cabinet, footrest, trolley etc);
 - (ii) Brand;
 - (iii) Supplier code;
 - (iv) Size in metric units (e.g. 80cm x 30cm x60cm, 3-drawer, 38mm in diameter);
 - (v) Colour (where applicable);
 - (vi) Part Number (where applicable);
 - (vii) Construction material (e.g. metal, timber, aluminium, leather, fabric etc);
 - (viii) Sustainable Forest Management Certification program (e.g. FSC, AFS, PEFC);
 - (ix) Certification code or number (for timber or particleboard product only);
 - (x) Fire rating on materials to meet the standard for hospitals;
 - (xi) Rated load, if applicable in kg;
 - (xii) Certifications (e.g. AFRDI)
- d. It is highly desirable that Respondents provide two catalogues to meet delivery lead time requirements of Participating Health Services. Respondents may choose to provide two catalogues of Goods as indicated below:
- (i) Express Catalogue – delivery lead time must not exceed 72 hours from receipt of order unless otherwise agreed with the Participating Health Service.
 - (ii) Standard Catalogue - delivery lead time must not exceed 15 days from receipt of order unless otherwise agreed with the Participating Health Service.
- e. Assembly:
- (i) If required by the Participating Health Service, the Contractor must provide assembly of furniture bought.
 - (ii) Provision of furniture assembly must be irrespective of quantity ordered;
 - (iii) Respondents must provide a unit assembly price and if necessary, a minimum price that will be applied for assembly.
 - (iv) The Contractor must coordinate delivery and assembly of furniture bought by the Participating Health Service to reduce delays and disruption at site.
 - (v) If required by the Participating Health Service, the Contractor must remove all furniture packaging from site at no additional cost.
- f. Warranty:
- (i) All products covered in this category, are to be issued a warranty for a minimum of five (5) years from the delivery date or assembly date (if carried out by the Contractor), whichever is later.
 - (ii) Upon request, the Contractor must provide information (printed or electronic) explaining product warranty.
 - (iii) The Contractor must be responsible for all warranty related processes and costs involved in collection, replacement, repair etc. of faulty Goods.

(iv) The Contractor has the responsibility to exercise a warranty claim with the Supplier of the failed equipment to recover their costs in meeting warranty obligations to the Participating Health Service.

g. Repair and Replacement under warranty:

(i) The repair or replacement of any item under warranty will be at no cost to the Participating Health Service.

(ii) The cost of any pickup or delivery associated with a repair or replacement under warranty will be borne by the Contractor.

(iii) It is highly desirable that the Contractor provides Participating Health Services with a replacement or suitable loan item at no cost until the repaired item is returned.

h. The Contractor will ensure that refurbished furniture, if provided to the Participating Health Service, is clearly identified in the sales reports submitted.

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Appendix 1 - Compliance Requirements

Australian Standards, Orders, Legislation and Regulations

- a. It is the responsibility of the Respondent to ensure that all products offered comply with the Compliance Requirements listed below. This is not an exhaustive list, Respondents must ensure they comply with any other Compliance Requirements that are not listed below, this includes primary and subordinate instruments of the State and Commonwealth, and any relevant amendments, revisions or consolidations.

The relevant legislation for Workplace Supplies may include, but is not limited to:

COMPLIANCE REQUIREMENT
Australian Forestry Standard (AS4708) and the Chain of Custody Standard (AS4707)
AS/NZS 4187:2003 Cleaning, disinfecting and sterilizing reusable medical and surgical instruments and equipment, and maintenance of associated environments in health care facilities
The Cleaning Standards for Victorian Health Facilities 2011
Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)
Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2017
Environmental Protection Act 2017
Australia and New Zealand Food Standards Code
AS 1530.2 & AS 1530.3 Standards for fabric flame retardancy
AS 4146 Laundry Practices
AS 4736 Biodegradable plastics - Biodegradable plastics suitable for composting and other microbial treatment
AS 4123 Mobile Waste Containers
AS 5810-2010 Biodegradable plastics – Biodegradable plastics suitable for home composting
AS 3590.2 Screen-based workstations; Workstation furniture
AS 4438 Height adjustable swivel chairs
EN 13432:2000 Packaging – Requirements for packaging recoverable through composting and biodegradation
EN 14995 Plastics – Evaluation of compostability
AS/NZS 4442: Office desks, office workstations and tables intended to be used as office desks - Mechanical, dimensional and general requirements and test methods
Worksafe Victoria / Officewise – A guide to Health & Safety in the Office
Social
Local Jobs First Act 2003 (Vic)
Local Jobs First Policy
Local Jobs First Supplier Guidelines
Victorian Social Procurement Framework

Policy Objectives

- a. Where relevant, the Respondent should address the requirements of the policy objectives below as they are updated from time to time. This is not an exhaustive list, further policy objectives may be notified to the Respondent by HSV.
- b. The relevant policy objectives for Workplace Supplies include:

COMPLIANCE REQUIREMENT	FOR GUIDANCE
2025 National Packaging Targets	Australian Packaging Covenant Organisation - https://apco.org.au/national-packaging-targets
Single use plastic ban	https://www.vic.gov.au/single-use-plastics

Social Procurement Framework	https://www.buyingfor.vic.gov.au/about-social-procurement
Supplier Code of Conduct	https://www.buyingfor.vic.gov.au/supplier-code-conduct-buyers

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