



Official

# Supplier Briefing

State-wide Laundry and Linen Services  
HPVITS2022-222

5 September 2024, 10:00am AEST

Jake Bourke – Senior Category Manager

Louisa Angeloglou - Category Manager



# Questions

If you have any questions during the session, please ask them via the chat and we will address them at the end.

In your question, please start with your **Name** and **Organisation**  
e.g. Jake Bourke (HealthShare Victoria) – Will a copy of the slides be available after the session?

# Agenda

## HSV Overview

### Invitation to Supply

- Category objectives
- Proposed categories in scope
- Tentative timeline
- Other information

## HSV Procurement Portal

## Submission Guidance

## Next Steps



# HealthShare Victoria

## Our purpose

- HSV is an independent public sector and commercially oriented supply chain, procurement and corporate services organisation.
- HSV partners with public health services and suppliers to deliver significant public health system benefits including consistent access to goods, improved quality of care and substantial savings, helping to deliver better healthcare for all.

## Our core functions

- Manage a state-wide supply chain for medical consumables, including PPE
- Coordinate state-wide strategic procurement
- Deliver more efficient corporate services

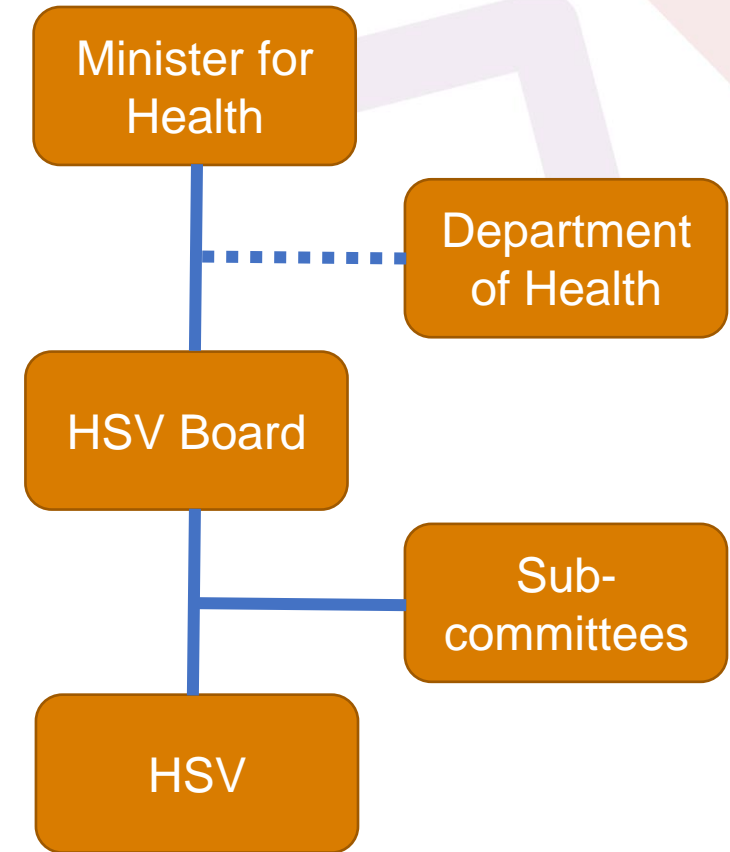
## Our vision

- We help to deliver safe, affordable and sustainable healthcare.



# HSV Organisation

- Independent statutory authority funded by the Department of Health
- Established on 1 January 2021, HSV brings the former Health Purchasing Victoria's existing functions and major supply chain assets under single management
- Receives legislative support to establish whole of health contracts
- Processes based on the Victorian Government Procurement Board's Strategic Sourcing Principles



# HSV Objectives

- Facilitate access by public hospitals and health services to goods, services and equipment on best-value terms
- Combine the collective purchasing power of more than 80 legal entities to establish whole-of-health contracts
- Foster supply chain and process improvement, through developing relationships with suppliers and health services
- Ensure probity is maintained in purchasing, sourcing and contracting activities

# Supplier Code of Conduct

The Victorian State Government is committed to ethical, sustainable and socially responsible procurement.

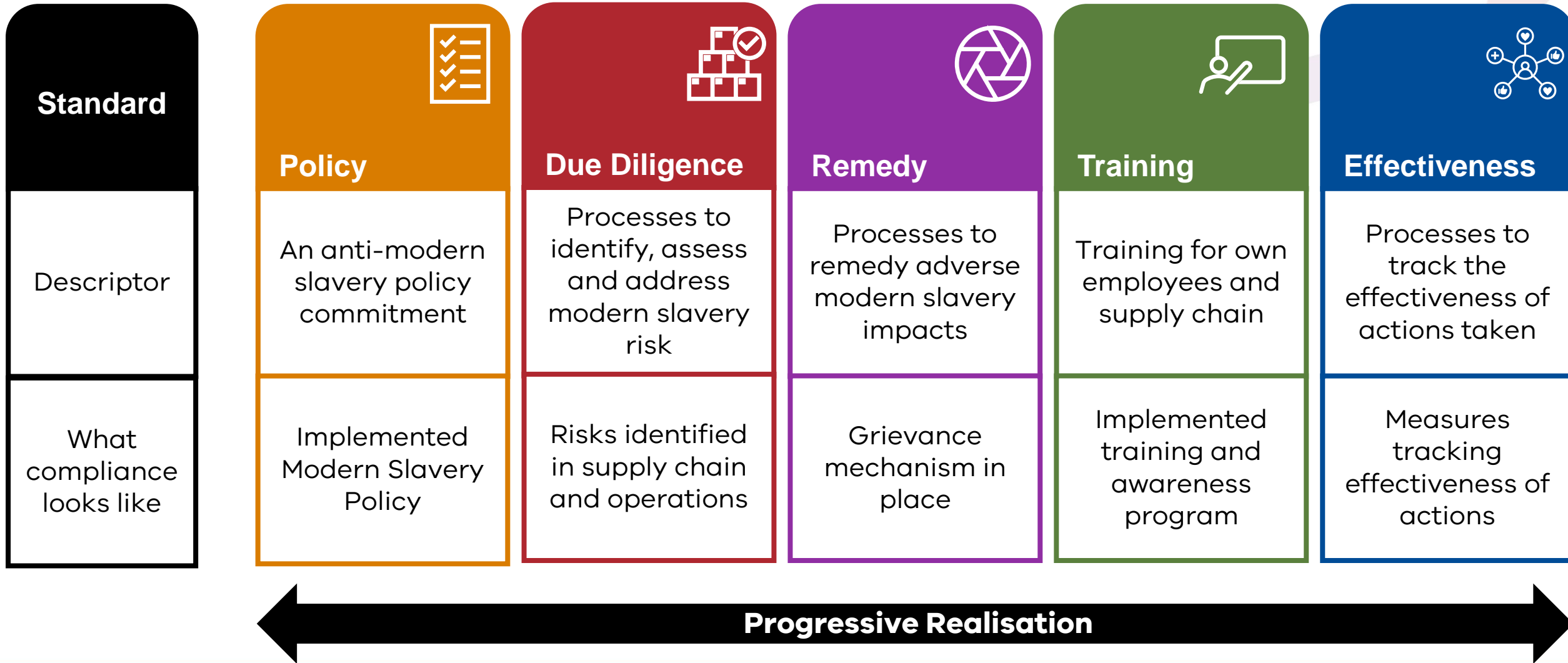
In ensuring that our suppliers maintain the same values as the Government, the State has established a [Supplier Code of Conduct](#).

The Code outlines minimum ethical standards in behaviour that suppliers will aspire to meet when conducting business with, or on behalf of, the State:

- integrity, ethics and conduct
- conflict of interest, gifts, benefits and hospitality
- corporate governance
- labour and human rights
- health and safety
- environmental management

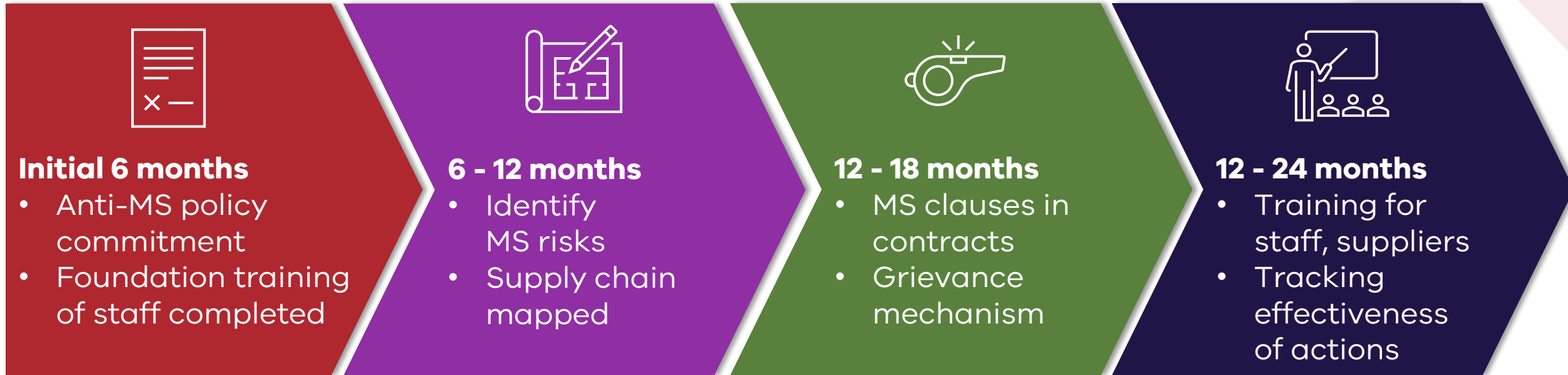
It is a mandatory requirement that you understand and acknowledge commitment to the code, and ensure it is understood by related parties, contractors and sub-contractors if awarded.

# Modern slavery mandatory minimum standards





# Compliance with Mandatory Minimum Standards (MMS)

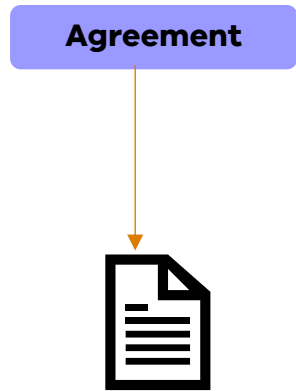


HSV's modern slavery program requires suppliers to commit to and demonstrate progressive realisation of the above standards.

A link to HSV's Mandatory Minimum Standards can be found [here](#)

# Master Supply Agreement

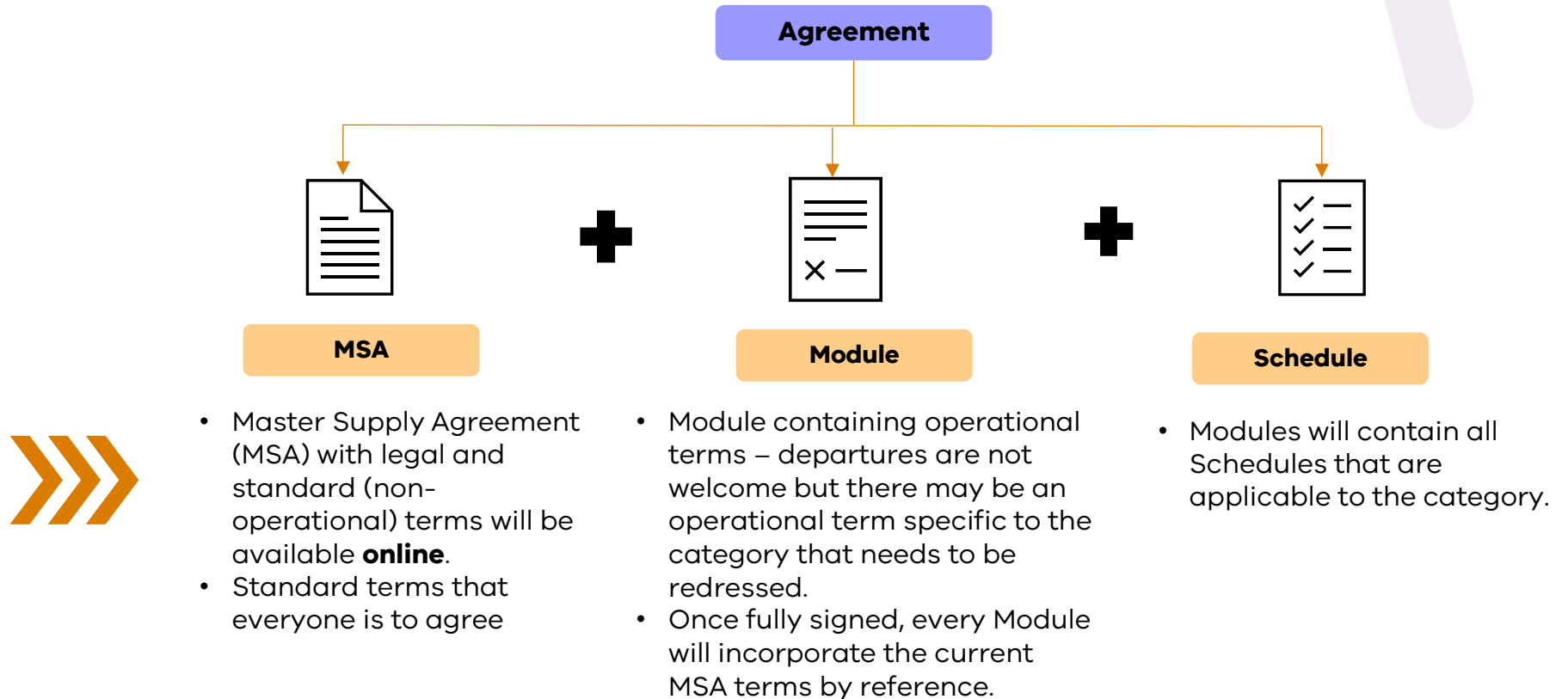
## Current state



Individual suppliers sign a document containing operational, legal and other standard terms and conditions, service deliverables, pricing and schedules.

**i** 500+ Suppliers  
900+ Contracts

## Future for all NEW market approaches



# Local Jobs First

Through its Local Jobs First policy, the Victorian Government is committed to improving opportunities for local suppliers to create more new jobs and grow the economy.

The policy is to ensure that small and medium size enterprises (SMEs) are given a full and fair opportunity to compete for government contracts, such as hospitals, schools and road projects, while still achieving value for money.

## What you need to know

- The Industry Capability Network (ICN) can assist you in documenting your Local Industry Development Plan (LIDP)
- Access the VIPP Management Centre (VMC) via this [link](#)
- Give yourself time to develop your LIDP for submission
- LIDPs will be evaluated as part of our assessment of Value for Money
- LIDP outcomes will need to be reported to HSV

# Fair Jobs Code

The Fair Jobs Code (FJC) aims to improve employment outcomes for persons employed by suppliers and service providers to the Victorian Government. The FJC is implemented by Victorian Government departments, agencies and public bodies to help support and promote fair labour standards and to ensure compliance with employment law.

The FJC applies to the purchase of goods and/or services, regardless of the method of procurement.

The FJC applies to threshold procurement contracts (contracts with a value of \$3 million or more exclusive of GST) and high value procurement contracts (contracts with a value of \$20million or more exclusive of GST).

For further information, Respondents should refer to the FJC and FJC Guidelines which can be found at [www.buyingfor.vic.gov.au/fair-jobs-code-guidelines-suppliers-and-businesses](http://www.buyingfor.vic.gov.au/fair-jobs-code-guidelines-suppliers-and-businesses)

Successful respondents must complete:

Fair Jobs Code Pre-Assessment Certificate

Fair Jobs Code Plan

Agreement and continuing FJC obligations

***Please see Part 3 : Respondent's Offer section 11. Fair Jobs Code in the Part 1-7 ITS documents.***

# Invitation to Supply (ITS)



# ITS Objectives

- To put in place a State-wide Laundry and Linen Services contract.
- Standardisation of contract terms.
- Open market tender with panel award arrangement.
- Panel arrangement enabling transition and surety through life of contract.
- Transparent pricing structure which provides flexibility for Health Services to change requirements throughout term.
- Exploration of digitization opportunities.

# Scope

- Project scope comprises delivery of clean linen to and collection of soiled linen from specific delivery points for participating health services.
- There are four service models required and each participating health service will specify the service model required at their health service.
- The required service models are Fully Managed, Trolley Exchange, Linen Top Up, and Bulk Delivery.
- Insourcing and shared services are not in scope.
- Term: 5 years with a 5-year period of options.
- Must be able to service a Health Service as a whole.
- Commercial model to increase transparency of cost into component parts (linen service operational cost, transport cost, and health service site cost).

# Tentative Timeline

Key Activities	Date
Industry Briefing Session	5 September 2024
ITS Release Date	16 September 2024
Last date for ITS questions	24 October 2024 14:00pm AEST
ITS Closing Date and Time	28 October 2024 14:00pm AEST
Evaluation	October / November 2024
Respondents advised of outcome	April 2025
Agreement Commencement Date	1 July 2025



# Who should participate?

## REGISTER

- Consider **registering** on the portal:
  - If you are a linen services provider
  - If you wish to obtain further information to determine whether you wish to bid
  - If you wish to have access to the tender information for the purposes of submitting or otherwise participating in a bid.

## REGISTER AND SUBMIT A BID

- Consider **registering** on the portal and **submit** your bid(s):
  - If you are a linen services provider
  - If awarded you will be entering into a contract with HSV to supply the services; and
  - If awarded you will be engaging with Health Services directly (accepting purchases, providing the services, providing customer service support, invoicing etc.)

# ITS Process

**Register** on the HSV website to access the Procurement Portal

**Read** the instructions and familiarize yourself with the requirements

**Complete** all response requirements

**Check** the submission thoroughly & **complete** submission checklist

**Submit on time**

# ITS Deliverables

Responses to  
the Qualitative  
and Technical  
envelopes in  
Procurement  
Portal

Completed  
Tender  
Response  
Worksheet

Completed  
response  
sheets and  
forms

Samples for  
review during  
the evaluation  
process as  
requested

# Service References

*\*NB this is not company information references*

## Reference sites are required for:

- Services that are not on the a current HSV contract
- Minimum **three** service user referees per submission

## Referees must:

- Be service end users
- Be from private or public hospitals within Australia (or as otherwise accepted by the SRG)
- Be included in the referee details section of the Tender Response Worksheet
- Have no conflict of interest
- Be informed and agree to provide reference to HSV
- Be provided as part of the tender response

# HSV Procurement Portal

# Procurement Portal

Tender document download, tender related questions, and tender submission from the HSV Procurement Portal ONLY

Register/Access at [healthsharevic.org.au](https://healthsharevic.org.au)

Each HSV Procurement Portal company account has one superuser responsible for managing subusers, including visibility of the EOI documentation

Technical Issues? Contact HSV Procurement Portal (Jaggaer)

Customer Support

Ph: 02 8074 8627 [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com)

**New User?** Go to [healthsharevic.org.au](https://healthsharevic.org.au) and click *Register*

HealthShare  
Victoria

About Us ▾ News ▾ Contracts and Tenders ▾ Resources ▾ Compliance ▾ Help Centre Contact Us ▾ COVID-19 ▾

Health Purchasing Victoria is now HealthShare Victoria. Find out more.

# Delivering safe, affordable and sustainable healthcare

Sign in or register to access contracts, tools and more

Sign In Register

# Register

Welcome to HealthShare Victoria's website. To register for an account to access targeted content, please register as a supplier or health service below.

**I am a Supplier** | I am a Health Service

Email (required)

Please use an organisation specific email, or contact HSV for assistance.

ABN or ACN (required)

Please use your company's ABN or ACN number. No spaces, comma, or dash. Example: 12345678901234567890

**Next**

## To create your account:

1. Select the "I am a Supplier" option
2. Enter your business specific email address
3. Click "Next"

**Complete your registration** and you will receive a new account email with a password setup link


**Important! Tender under the ABN that would sign the contract!**

**New distributors should register a separate account.**



	Start Date - End Date	Last Updated	
--	-----------------------------	-----------------	--

“Favourite” the category you are interested in to get email updates

<p>31</p> <p>ur - Clinical and Support</p>	<p>24/11/2017 23/11/2021</p>	<p>17 days ago</p>	<p></p>
--	----------------------------------	--------------------	--

9

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nd Consumables

HOME > MY DASHBOARD

Hello, Lyn

You can now access the HSV Procurement Portal from the Quick Links menu on your dashboard when you are signed in

**Quick Links**

Procurement Portal

Send Enquiry/Feedback

Submit Contract Variation

You will be directed to the Procurement Portal where you can access any open RFx or edit your personal profile

Main Dashboard



My Running Surveys

No Scorecards to display

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

No RFQs to display

RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	2	15/01/2021 14:00
RFQ	2	13/01/2021 23:59

My RFIs with Pending Responses

No RFIs to display

Quick Links

Standard Links

[My Contracts](#)

[Projects](#)

[My RFIs](#)

[My RFQs](#)

[Profile](#)

Custom Links

If you are the Super User you will receive all system alerts.  
Add additional contact email addresses to yours using ; as a separator.

▼ User:  Active  
Division: Division

### User Details

* Last Name	<input type="text" value="Smith"/>
* First Name	<input type="text" value="Jane"/>
User Status	Active
User Tag for Codes	<input type="text"/>
* Email	<input type="text" value="j.smith@example.com"/>
* Telephone Number	<input type="text" value="01557330165"/>
Mobile Phone Number must start with '+' and contain digits from 0 to 9 (min 8 max 15) with no spaces. The first number can not be 0.	<input type="text" value="+6141000000"/>
Division	Division
Department	---
Role	
Username	3m australia
* Preferred Language	English (UK) ▼
* Time Zone	(GMT +10:00) Sydney, Canberra, Melbourne ▼

From the Portal click on the 'RFQ' line within the 'RFx Open to All Suppliers'

Main Dashboard



My Running Surveys

No Scorecards to display

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

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RFx Open to All Suppliers

	Currently Open	Next Closing Date
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My RFIs with Pending Responses

No RFIs to display

Quick Links

Standard Links

[My Contracts](#)

[Projects](#)

[My RFIs](#)

[My RFQs](#)

[Profile](#)

Custom Links

Select the tender you would like to express interest in



My RFQs

RFQs Open to All Suppliers

Enter Filter (type to start search)

	Code	Title	Project Code	Time limit for Expressing Interest	▲ Status
1	rfq_978	BRHS Kitchen Asset Upgrade	tender_7531	13/01/2021 23:59	Running
2	rfq_992	ITS2020-071 Rehab Supply Services	tender_9530	25/01/2021 15:00	Running
Total 2					

Click on 'Express Interest'. This is the only way to access the event.



For technical support, please contact the Jaggaer helpdes  
If you are in Australia please call: 02 8074 862  
If you are outside of Australia, please [click here](#) for overseas phone number  
Email: [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com)

▼ RFQ: rfq\_992 - ITS2020-071 Rehab Supply Services Running

Project: tender\_9530 - ITS-2020-071- Rehab Supply Services  
Closing Date: 25/01/2021 15:00:00

Express Interest

Decide Later

Printable View

**Response Status**

**Response Status**  
No Response Prepared

**Overview**

<b>Code</b> rfq_992	<b>Title</b> ITS2020-071 Rehab Supply Services
<b>Description</b>	<b>Supplier Access</b> RFQ Open to All Suppliers

To populate the content of your tender response, click on 'Create Response'

The screenshot shows a web interface for a tender response. At the top, there is a navigation bar with a 'Back to List' button. Below this, the main header displays 'RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS' with a 'Running' status indicator. Project details include 'Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS', 'Closing Date: 14/03/2016 14:00:00', and 'Response Last Submitted On: Not Submitted Yet'. A yellow warning banner states: 'Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.' Below the warning, there are tabs for 'RFQ Details' (selected), 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. A 'View Response Index Only' button is located on the left. On the right side, a 'Create Response' button is circled in red. The main content area is titled '1. Qualification Response (questions: 120)' and contains a section '1.1. READ ME FIRST - SUPPLIER'S TIP'S FOR COMPLETING YOUR RESPONSE - Question Section'. This section includes a table of notes:

Note	Note Details
1.1.1 Requirement Attachment	Please note that we have uploaded attachments in the technical envelope. Companies must download these documents and consider the details before they complete their response
1.1.2 Note:	USE THE ONLINE 'HELP FOR RESPONDENTS' FUNCTION - The content is designed to explain the eSourcing platform in business terms, allowing you to quickly understand the features and benefits of the software.
1.1.3 Note:	SAVE REGULARLY - For security reasons your access to the portal will 'time out' if inactive for 15 minutes if you do not click "save" within this time. Failure to do so means you risk losing your work. This is to maintain security and tender integrity and cannot be changed. NOTE: typing does not mean you are active on the portal!
1.1.4 Note:	Please ensure that 'pop ups' are NOT blocked on your browser. Should you be inactive for 15 minutes, the portal will notify you through a 'pop up'. It is vital that that you are able to see this in order to click the 'Refresh' link in this 'pop up' so you are not disconnected from the portal and lose any unsaved information.
1.1.5 Note:	DO NOT leave your response until the last minute/hours before the deadline (if you experience connection problems you will miss the deadline. Always upload generic information early to avoid last minute time pressure).
1.1.6 Note:	Please SUBMIT your RESPONSE when completed. This will submit your response to the buyer. FAILURE TO DO THIS WILL RESULT IN YOUR BID NOT BEING VISIBLE TO THE BUYER. The 'SUBMIT RESPONSE' button can be found at the top centre of the screen.
1.1.7 Note:	If the Buyer makes any changes to the settings and questions area of a live/running tender, suppliers MUST re-publish their response - this is to ensure that changes are brought to your attention - you may receive a message prompt from the Buyer - generally this will not mean re-entering information.
1.1.8 Note:	Whilst the portal allows for large individual attachment sizes (max 50Mb at a time), we recommend that you keep attachments to a manageable size (5Mb) to ensure ease & speed of access. Only attach documents that the Buyer has requested and make sure that you attach them in the correct area.

## SAVE REGULARLY.

If you are inactive on the site for more than 15 minutes you will need to sign in again and any unsaved data will be lost.

RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS Running

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS  
Closing Date: 14/03/2016 14:00:00  
Response Last Submitted On: Not Submitted Yet

[Edit Mode](#)

[Save and Return](#) [Save and Continue](#) [Cancel](#)  
[Validate Response](#)

### 2. Technical Response (questions: 34)

#### 2.1 QUALITY MANAGEMENT - Section of Profile Questions

Question	Description	Response
2.1.1	Quality Management	<p>* Please state whether your organisation has a certified Quality Management System?</p> <input type="text"/>
2.1.2	Quality Management	<p>Please attach a current certificate for your certified Quality Management System</p> <p><a href="#">+ Click to attach file</a></p>
2.1.3	Quality Management	<p>Please state the expiry date of your certificate for your Quality Management System</p> <input type="text" value="dd/mm/yyyy"/>
2.1.4	Quality Management	<p>If your organisation does not have a certified Quality Management System please advise how you intend to ensure that you meet the customers requirement and industry standards for Quality</p> <input type="text"/> <small>Characters available 2000</small>





← Back to List

RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS Running

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS  
 Closing Date: 14/03/2018 14:00:00  
 Response Last Submitted On: **Not Submitted Yet**

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details Messages (Unread 0)

Settings Buyer Attachments (1) My Response User Rights

**Submit Response**

**My Response Summary**

1. Qualification Response	Missing mandatory responses (67)	
2. Technical Response	Missing mandatory responses (23)	
3. Commercial Response	Mandatory fields missing (3)	Total Price (excluding optional sections) <b>0</b>

[View Response Index Only](#)

1. Qualification Response (questions: 120) **Edit Response**

1.1. READ ME FIRST - SUPPLIER'S TIPS FOR COMPLETING YOUR RESPONSE - Question Section

Note	Note Details
1.1.1 Requirement Attachment	Please note that we have uploaded attachments in the technical envelope. Companies must download these documents and consider the details before they complete their response
1.1.2 Note:	USE THE ONLINE 'HELP FOR RESPONDENTS' FUNCTION - The content is designed to explain the eSourcing platform in business terms, allowing you to quickly understand the features and benefits of the software.
1.1.3 Note:	SAVE REGULARLY - For security reasons your access to the portal will 'time out' if inactive for 15 minutes if you do not click "save" within this time. Failure to do so means you risk losing your work. This is to maintain security and tender integrity and cannot be changed. NOTE: typing does not mean you are active on the portal!



If you need to send a clarification question to HSV use the secure messaging function

▼ RFQ: rfq\_95 - Tender Briefing - Surgical Gloves Test ITS Running

Project: tender\_133 - Tender Briefing - Surgical Gloves Test ITS  
Closing Date: 14/03/2016 14:00:00  
Response Last Submitted On: Not Submitted Yet

[Send Message](#) [Save as Draft](#) [Cancel](#)

---

**Message**

Subject

Message

---

**Attachments** [Attachments](#)

Attachment Name	Attachment Description	Comments
<span style="background-color: #f96200; color: white; padding: 5px; border-radius: 5px;">No Attachments</span>		



[← Back to List](#)



Once complete **ensure you click 'Submit Response'**  
You can't submit if there are mandatory fields outstanding.

Running

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: **Not Submitted Yet**

[RFQ Details](#)

[Messages \(Unread 0\)](#)

[Settings](#)

[Buyer Attachments \(1\)](#)

[My Response](#)

[User Rights](#)

**Submit Response**

### My Response Summary

1.	Qualification Response	Missing mandatory responses (87)
2.	Technical Response	Missing mandatory responses (23)

Note that responses – including pricing – are sealed until tender close. Your response is locked and inaccessible to the buyer until then.

To confirm that your response has been submitted, check that "My RFQs" shows "Response Submitted to Buyer" for that ITS.

Page Last Refreshed: 03:35 WET - Western Europe Time

HealthShare Victoria

If you are in Australia  
If you are outside of Australia, please [click here](#) for Email: custo

1 Sourcing

2 RFQs

3 My RFQs

4 Response Status

	Status	Response Status	Buyer Organisation
1 rfq_360	tender_567 21/05/2021 05:00 <span>Running</span>	Response Submitted To Buyer	

Total 1

Page Last Refreshed: 03:33 WET - Western Europe Time DST

HealthShare Victoria

← Back to List

RFQ: rfq\_360 - RP RFQ 03 Jan 2020 2

Project: [tender\\_567](#) - R Proj (Re-sourcing 23-01-2018)

Closing Date: 21/05/2021 05:00:00

Response Last Submitted On: 19/05/2021 03:20:02

Pages (Unread 0)

Attachments (5) My Response Associated Users

Clicking on that RFQ shows when you last submitted

# Submission Guidance



# General Guidance

- Be prepared to communicate your business capabilities / pricing readily.
- Consult publicly available information – arm yourself with information for success (Local Jobs First, existing scope and participating health services under the current contract)
- Read all instructions carefully
- Answer all questions in full
- Provide all requested information
- Provide clear labelling of attachment files names
- Check the messaging system often
- Ask questions if unsure
- Check everything thoroughly
- Aim to submit a week prior to close - you can amend and resubmit up to close date



# General Guidance

- Do not assume your company is known or well known by the evaluators
- Do not use acronyms or abbreviations
- Do not cross-refer to other questions or answers in your responses
- Avoid incomplete or inconclusive answers
- Avoid illegible scanned PDFs
- Avoid unnecessary marketing material



# Tender Response Worksheet (TRW)

- Tender Response Worksheet contains detailed information on the products & services
- Used for evaluation in this tender and to submit pricing
- Used to create the future pricing schedule for participating health services (PHS)

## Instructions for completion

- Complete **all** requested information
- Find the subcategory for your product
- Do not add columns
- Provide responses in the requested format



# Data Integrity in TRW

- Clarification may be required for poor quality information
- There won't be opportunity to amend submissions or to submit new information after the close date – ensure your submission is correct at time of submission.
- Poor quality data may result in HSV deeming your response non-complying and setting it aside from further evaluation

# Common Issues

- A submission that factors all of the requirements and relevant risks into pricing is preferable over a submission that assumes they will not apply.
- **Do not include conditionality in the base bid**
  - Failure to submit a base level submission may result in disqualification
  - If you must qualify a submission, provide the case in an alternative bid
- Do not assume the same terms and conditions, award scenario or conduct from the previous contract- e.g., pricing is based on the current volume/sole award

# Wording to avoid

- 'Will be provided on request'
- 'Will be provided if successful'
- 'Refer to section XX / 'Refer to attachment XX'
- 'Refer to covering letter'
- 'Already provided in previous tender'
- 'TBA, TBD, TBC'



# Tips for Responding

- Do not assume your company is known or well known by the evaluators – provide all requested information
- Do not use acronyms or abbreviations
- Do not cross-refer to other questions or answers in your responses
- Remember to save regularly
- Submit early – you can overwrite your information up to the time of closing. Late submissions can only be accepted if they meet the strict conditions of the *ITS Late Responses* clause
- Multiple users working on a submission can cause errors and delays. It is strongly recommended that only one user be logged on at one time to work on a submission.



# Questions

Further questions until ITS release may be submitted to [helpdesk@healthsharevic.org.au](mailto:helpdesk@healthsharevic.org.au)

All participant questions during the ITS must be raised via the HSV Procurement Portal messaging function within the ITS event.

Questions and responses will be available to participants as an FAQ register included in the ITS files.

# Q&A

**Q: Can you advise the decision-making process - the involvement of the health service, and HSV?**

**A: The tender outcome and award scenario of the panel is decided through the approved DOA procurement process, which involves consultation with health services and approval by our Procurement and Supply Chain Committee. Once the tender outcome is finalised, health services may choose from any panel awarded supplier for their health service. Each health service may have a separate list of awarded suppliers based on the responses received in this tender.**

**Q: Are all sites within a health service awarded as a group?**

**A: Yes, the award scenario is per health service, if you are chosen to service a HS, you must service all of their associated sites.**

**Q: 2 months' notice is tight for any new suppliers to get linen into the country. What is the plan for transition?**

**A: Suppliers will be required to work with incumbent providers to manage transition.**

**Q: Can you please share a copy of the PowerPoint to all attendees**

**A: The power point is available alongside this document.**