

Contracting



Doing business with the Town

A guide for all business owners



Contracting with the Town of Port Hedland (ToPH)



Local governments are required to prepare, adopt and implement a Procurement Policy (Purchasing) prior to entering into contracts for the supply of goods and services. If they also wish to offer an “evaluation” discount to local business, they must also adopt a Regional Price Preference Policy.

Both policies are available on the Town’s website under the heading: Our Council / Policies / Finance.

Tenders vs quotes - What’s the difference?

Tenders relate to expenditure that is or exceeds \$250,000, whereas quotes mainly involve expenditure less than \$250,000. The tender process is heavily legislated, whereas the quotation process is less formal but still subject to the Town’s Procurement Policy. A summary of the main procurement methods are listed below:

Quotes – for low value quotes (up to \$5,000). A Request for Quote (RFQ) does not need to be advertised and may involve a direct approach from a Council Officer to a potential supplier. For some products and services, the Town might also maintain a ‘panel’ of registered suppliers that they can quickly contact for quotes.

Quotes - for medium value quotes where the estimated cost is between \$5,000 and less than \$50,000, the Town will seek three written quotes from suppliers registered with VendorPanel.

Quotes - for high value quotes where the estimated cost is between \$50,000 but less than \$250,000, a formal Request for Quotation (RFQ) will be used to seek three (3) quotes as a minimum, from suppliers registered in VendorPanel.

Tenders – for work valued at \$250,000 or more (and sometimes less), the Town is required to go to tender. The Town often use organisations approved to conduct tenders on their behalf (Common User Agreements, WALGA Preferred Suppliers). Otherwise, the Town uses a Public Request for Tender with the tender being advertised in local newspapers and on the Town’s website.

Collaborative Tenders – Neighbouring Councils with similar needs sometimes work together to run joint tenders. Small businesses that are successful in these tenders can be approached to do work for any of the participating Councils.

For assistance contact the Town’s procurement team on:
procurement@porthedland.wa.gov.au

How to find out about the Town's opportunities



Contact Town's Procurement Team	Within the Town there are a number of different departments and individuals with responsibility for purchasing different products, goods and services. Contact the Town's Procurement Team to find out how to become a supplier and enquire about being listed on supplier lists, and how to become a WALGA preferred supplier.
Council Website	Check regularly on the Town's website under Our Council / Work With Us / Tenders, RFP's, EOI's for procurement opportunities. All tenders and major projects are listed on the Town's website when they become available. You can also download a copy of the Council's Procurement Policy, Regional Price Preference Policy and other relevant documents.
Check Newspapers	Tenders are always advertised in the North West Telegraph (Tenders) and the West Australian (Local Govt. Tenders)
Register with Marketplace Portals	Ensure you register with the West Australian Local Government Local Government Association WALGA; VendorPanel marketplace (www.vendorpanel.com.au), as this is the Town's primary method of advertising and selecting its preferred suppliers. By registering your business, you can receive notifications about potential opportunities.
Register to Access Documents	In order to access and submit tender and quotation documents, it is essential you register with the VendorPanel marketplace (www.venderpanel.com.au). Contact the Town's Procurement Team for further information.
Register on Supplier Lists	Supplier lists and panels are run by the Town and organisations like WALGA. Contact the Town's Procurement Team for further information.
Attend Town Events	Attend events the Town occasionally holds to support local business. Attending these events gives you the opportunity to learn about upcoming business opportunities, and to network with staff and other business owners.

More tips for improving your chances of contracting with the Town

To increase opportunities to attract Town contracts, it is absolutely essential you do not assume all officers evaluating your submission know all about you and your business. It is equally important you do not rely upon prior and current relationships with Town Officers, particularly for tenders and medium to high value quotes, as it would be unfair on new businesses trying to win Town contracts. The solution is to always provide all information requested for each procurement request (Quote or tender) even if you may have supplied previously.

Proven capability and experience

Be prepared to demonstrate what you can do by providing specific examples and evidence of work you have undertaken for others. Simply stating what you can do is often not sufficient, as you need to prove you have the capability and experience.



Insurance

Preventing and reducing risk is a necessary part of doing business with the Town, so it is important that you have adequate insurance coverage. You will be required to provide copies of Certificates of Currency (depending on the type of works/services) for the following insurances:

- **Public liability**
Things don't always go according to plan despite all best laid plans. As a business, you owe a duty of care to everyone that comes into contact with your business. This insurance is to cover you for certain types of negligence, such as damages or injuries to another person or property.
- **Professional indemnity**
protecting you from any claims where your professional advice may lead to a loss.
- **Workers' compensation**
covering wage replacement and medical benefits for employees injured in the course of their employment.
- **Other Insurances as required for the type of supply**
The Town will specify the amounts of insurance required for each project, so it is important you ensure that your cover meets the requirements.

Work Health and Safety (WHS)

The Town actively seeks to demonstrate leadership in WHS. To set a good example for their communities, they need to select businesses that meet their WHS requirements.

Licenses

Trade related licenses as applicable, and Builders Licenses etc. as nominated in the RFQ/RFT.

Quality Assurance

The Town has a strong focus on ensuring quality outcomes for all of its purchasing and procurement. Goods are to conform to specification and be fit for purpose. For RFQ/RFT above \$50,000, your response will require you to include whether or not you have a 'Quality Management System' and/or a quality policy. The Town may ask to sight these documents.

Environment and Sustainability

The Town has a strong focus on protecting the region's natural environment and improving the quality of life for our residents. To that end, working with the Town will require you to have strong management plans that demonstrate your commitment to these values and ensuring your activities comply with Environmental and Public Health legislation. For further information, the Towns Environmental Health team are happy to assist.

Social Procurement

The Town is committed to advancing the economic and social wellbeing of our community. You may be asked how your business can contribute to goals like training and employing local people, using local sub-contractors and promoting diversity.

Selection Process Summary

The selection process involves the comparison of the submission responses to the assessment criteria noted in the quote document.

Statement of Non-Conformance, Departures and Exclusions.

All reasons for departures, exclusions, additions and non-compliances must be noted in the form provided in the quotation documents.



Your submission checklists



1 Preparation and Planning	Tick
Give yourself plenty of time. RFQs and tender bids can be time-consuming, so plan ahead and don't be shy about asking for help about how to respond from your business contacts, chambers and associations.	
Read the documents in full to make sure you understand all requirements.	
Attend any Town-run information sessions / site visits related to the RFQ or tender (RFT).	
Ask any questions you have via the process outlined by Town (e.g. email, information sessions, online forums) within the designated timeframe.	
Consider collaborating or partnering with other small and larger businesses to submit a proposal or bid.	
Assess whether it is worth your time to submit a response and concentrate on the opportunities where you have the best chance of success.	
Review Request for Tender updates and addenda. Tenders are often amended before the closing date, so make sure you stay on top of any changes.	

2 Writing your response	Tick
Follow instructions precisely. Request for Tenders are particularly strict and will specify exactly what you need to do to prepare a conforming response including its format, content and supporting documentation. Don't include anything else (e.g. glossy promotional material, etc.) unless you are asked for these.	
Use any forms (or 'returnable schedules') specified. Your submission might be rejected if you don't.	
Answer all questions clearly. Skipping questions puts you at risk of scoring zero for it in the assessment or your submission may be rejected as non-conforming.	
Show that you meet all the mandatory criteria (e.g. insurance cover, WHS, quality & Environmental management systems and any specific requirements).	
Provide evidence to demonstrate how you meet the evaluation criteria.	
Highlight the benefits to the Town of choosing your proposal, your business, your expertise and your experience.	
Don't underbid – make sure your price is right.	
Don't make false or exaggerated claims.	
Speak with your accountant to make sure you can pass the Town's financial viability checks and allow plenty of time to obtain the necessary information.	
Choose your reference customers carefully – they should be able to speak about the quality, reliability and professionalism of your business. Ask them first and let them know to expect an enquiry from the Town.	
3 Submitting and following up your submission	Tick
Before submitting your bid or quote, ask someone to read it and double-check that you have answered all questions and addressed all selection criteria.	
Submit your response in exactly the required format as required in the RFQ or RFT document.	
Submit your response well before the closing date and time. To be safe, aim to have it in at least 24 hours early.	
Be patient. Assessments and approvals can take time to finalise, especially for high value work.	
If you are unsuccessful, obtain feedback to help you improve future submissions.	



VendorPanel

vendorpanel.com.au/marketplace.aspx



WALGA

[walga.asn.au/Procurement/ Preferred Supplier-Program/](http://walga.asn.au/Procurement/Preferred%20Supplier-Program/)



Town of
Port Hedland

For more information and assistance:

08 9158 0300

procurement@porthedland.wa.gov.au

www.porthedland.wa.gov.au