



# Doing Business

## with Gladstone Regional Council



*Connect*  
WITH COUNCIL



**Gladstone Regional Council**  
PO Box 29, Gladstone QLD 4680  
Phone: 4970 0700  
Email: [info@gladstone.qld.gov.au](mailto:info@gladstone.qld.gov.au)  
Web: [www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au)

**Blank page**

## Contents

1.	Introduction	2
2.	Introduction to the Gladstone Region	2
3.	Corporate Plan Principles and Objectives	2
4.	Procurement Policy	3
4.1	What does Council Purchase?	3
4.2	Purchasing Governance	3
4.2.1	Probity	4
4.3	Tenders and Quotations	5
4.4	Request for Quotation (RFQ)	5
4.5	Invitation to Tender (ITT)	6
4.6	Clarifications During Advertising	6
4.7	Meetings	6
4.8	Exceptions to Quotations/Tenders	7
4.8.1	Pre-Qualified Supplier	7
4.8.2	Local Government Arrangement	7
5.	Health, Safety and Environment	8
6.	Contract Management	9
7.	Purchasing Requirements	10
7.1	Purchase Orders	10
7.2	Delivery Requirements	11
8.	Invoicing Requirements	11
8.1	Accounts Payable	11

# 1. Introduction

This guide is intended as an information resource to assist businesses who wish to supply goods and/or services to Gladstone Regional Council (GRC). It aims to answer frequently asked questions and cover basic information surrounding the following key topics:

- About the Gladstone Region;
- Gladstone Regional Council Corporate Plan Principles and Objectives;
- Gladstone Regional Council Procurement Policy;
- Workplace Health and Safety Information;
- Supply requirements;
- Key contacts.

## 2. Introduction to the Gladstone Region

The Gladstone Region, located in Central Queensland, is about 550 kilometres north of Brisbane, and covers 10,506 square kilometres with a population of about 62,000 people. Gladstone is the gateway to the Great Barrier Reef and Heron Island. It is situated on one of Australia's largest and safest harbours, making it ideal for water recreation. A dynamic economy, with growing interests in solar and renewables, the region boasts two of the world's largest alumina refineries, an aluminium smelter, a power station, cement and chemical manufacturers and Liquefied Natural Gas plants alongside national parks, state forests, pristine coastlines, beaches and islands.

Gladstone Regional Council (GRC) provides a range of local government infrastructure and services such as:

- Water and wastewater services;
- Waste collection and disposal;
- Construction and maintenance of roads, parks, reserves, sports and community facilities; and
- A wide range of community services.

## 3. Corporate Plan Principles and Objectives

The Corporate Plan sets out Council's commitment to a dynamic, proud and diverse future for the region through to 2023. It will serve as the primary strategic planning document to guide us in learning about the needs of our community and future-proofing our organisation to deliver on them. In this way, we will meet community need in efficient and responsive ways by embracing innovation and taking a value for money approach to service delivery.

The strategic direction defined in our Corporate Plan 2018-2023 is set against the landscape of our vision, "Connect. Innovate. Diversify." These three intentions are woven throughout our strategic goals and community commitments to create a strong fabric of community connectedness; an organisation whose culture is proudly defined by innovation and a region that celebrates the diversification of opportunities and lifestyle.

Council, over the next five years is committed to deliver on our nine strategic goals of:

1. Engaged, involved and proud communities;
2. Healthy environment, healthy community;
3. Our people, our values;
4. Ethical and responsible government;
5. Outstanding customer service;
6. Smart asset management;
7. Operational excellence;
8. Grow the region; and
9. Smart investment.

Of highest priority, is the safety of our community, including our employees, with safety at the core of all that we do.

Council's 2018-2023 Corporate Plan can be accessed here: <http://www.gladstone.qld.gov.au/corporate-plan>.

## **4. Procurement Policy**

### **4.1 What does Council Purchase?**

Gladstone Regional Council (GRC) purchases a range of goods, services and contracted works. GRC's annual purchases of goods, services and contracted works is a significant part of its expenditure and includes, but is not limited to, the following:

1. Goods including chemicals, plumbing products, road making materials, building materials, fuels and oils, vehicles, plant and equipment, furniture, uniforms and corporate stationery and materials.
2. Services including professional consultants, legal services and maintenance contractors.
3. Contracted works including road and building construction, water and sewerage infrastructure construction, waste management, civil construction and plant and machinery contractors.

### **4.2 Purchasing Governance**

All GRC purchases of goods, services and contracted works must be carried out in accordance with the *Local Government Act 2009*, and the *Local Government Regulation 2012*.

In addition to other statutory requirements stipulated in the Act and Regulation, GRC must comply with the Sound Contracting Principles when acquiring goods, services and contracted works. The Sound Contracting Principles are:

1. Adding value to assist Council to achieve its goals and objectives outlined in the corporate and operational plans;
2. Demonstrating that procurement decisions are environmentally, socially and economically responsible;
3. Procuring environmentally preferred products whenever they perform satisfactorily, are of similar quality and are available on a value for money basis;
4. Supporting economic development and local suppliers within the Gladstone Regional Council local government area;
5. Ensuring fairness, integrity, transparency and competition;
6. Ensuring the organisation is fulfilling its safety obligations; and
7. Ensuring best value for money.

GRC's Procurement Policy can be accessed here:

<http://www.gladstone.qld.gov.au/documents/1570002/11222745/P-2018-12%20-%20Procurement%20Policy.pdf>.

The QLD Local Government Act (2009) can be accessed here:

<https://www.legislation.qld.gov.au/view/pdf/2017-03-01/act-2009-017>.

The QLD Local Government Regulation (2012) can be accessed here:

<https://www.legislation.qld.gov.au/view/pdf/2013-12-01/sl-2012-0236>.

#### **4.2.1 Probity**

Probity is the process of having strong moral principles, including conducting business ethically and fairly. In procurement, it is important to ensure that all businesses and industries have a fair opportunity, and that the process is transparent, accountable, impartial, and equitable. All procurement activities must be clear, open, well understood and applied equally to all parties who are engaged in the process.

The broad objectives of probity in procurement are to:

- provide accountability
- maintain integrity
- ensure compliance with processes
- ensure that all offers will be assessed against the same criteria
- minimise potential conflicts and the potential for litigation
- ensure the procurement activity provides the best outcome
- avoid the potential for misconduct, fraud and corruption.

When conducting a procurement activity, Council officers must act to ensure:

- fair and impartial behaviour
- accountability and transparency
- lawful behaviour
- adequate management of conflicts of interest
- security of commercially sensitive and confidential information.

GRC employees participating in procurement activities must comply with the requirements of Council's Procurement Corporate Standard, Code of Conduct, Conflicts of Interest for Employees Policy and Benefits and Gifts Policy. A declaration of confidentiality and interest form is completed prior to commencing any procurement activities relevant to the goods or services to be supplied, and actual or potential supplier's to be engaged in the procurement process.

### 4.3 Tenders and Quotations

Chapter 6 of the *Local Government Regulation 2012*, defines the requirements pertaining to procuring goods, services and contracted works as follows:

	Invitation Thresholds			
Estimated Expenditure (Ex GST)	\$0 to \$3,000 (small sized contract)	\$3,001 to \$15,000 (small sized contract)	\$15,001 to \$200,000 (medium sized contract)	Over \$200,001 (large sized contract)
Form of invitation (minimum requirements)	1 Verbal Invitation	2 or more Written Invitations	3 or more Written Request for Quote (RFQ) <small>in accordance with s225 of Local Gov. Regulation 2012</small>	<b>Formal Tender</b> Invitation to Tender (ITT) <small>in accordance with s226 of Local Gov. Regulation 2012</small>
Form of Offer	Verbal Quotation	Written Quotations	Written Offers	Written Tenders
Responsibility	Requesting Officer or Contracts & Procurement Team		Contracts & Procurement Team	

### 4.4 Request for Quotation (RFQ) Medium Sized Contracts

A Request for Quote (RFQ) will be released to three (3) or more contractors via VendorPanel.

VendorPanel is a platform that provides businesses with improved access to Council opportunities for the purchase of goods and services of up to the value of \$200,000. There are no fees for registering, receiving notifications or submitting quotes. Registration does not pre-qualify businesses to supply Council, it only provides access to receive requests for quotations. Visit <https://www.vendorpanel.com.au/marketplace.aspx> to register for Vendor Panel Marketplace.

GRC will not accept paper or emailed submissions (unless explicitly advised in RFQ, in which case submissions will be made via Council's email submissions inbox which is not accessed until the quote has closed), as VendorPanel locks responses until the quote request closing time ensuring probity principles are maintained.

RFQ's must be thoroughly read by the recipient and offer responses must be complete, otherwise offer's will be deemed non-conforming and not further evaluated.

All documentation requested in the RFQ must be provided, otherwise offers may be deemed non-conforming and not further evaluated.

Upon receipt of conforming RFQ offers, the Contracts and Procurement team will facilitate an evaluation with the technical experts in accordance with the Sound Contracting Principles identified in section 4.2 of this document.

All businesses will be notified of the outcome of the evaluation via VendorPanel and are welcome to contact the Contracts and Procurement team via [contracts@gladstone.qld.gov.au](mailto:contracts@gladstone.qld.gov.au) for feedback when required.

Please note, that the successful business's details will not be provided in any feedback, neither will their price. The feedback will be focused only on the enquiring business's submission and any areas identified for improvement.

## 4.5 Invitation to Tender (ITT)

An Invitation to Tender (ITT) will be released to the open market via LG Tender Box and Saturday editions of the Gladstone Observer. Current tenders can also be viewed on Council's website here:

<http://www.gladstone.qld.gov.au/tenderscontracts>.

In order to view and download the ITT documents, businesses must be registered in LG Tender Box. It is recommended that businesses are registered in applicable categories to receive notifications of new tenders from LG Tender Box. Registration in LG Tender Box is free and required for businesses wishing to submit tender offers.

GRC will not accept paper or emailed submissions (unless explicitly advised in ITT, in which case submissions will be made via submissions inbox which is not accessed until the quote has closed), as LG Tender Box locks tender responses until the tender closing time, ensuring probity principles are maintained. Visit <https://www.lgtenderbox.com.au/welcome> to register for LG Tender Box.

ITT's must be thoroughly read by the recipients and offer responses must be complete, otherwise offers will be deemed non-conforming and not further evaluated.

All documentation requested in the ITT must be provided, otherwise offers will be deemed non-conforming and not further evaluated.

Upon receipt of conforming ITT offers, the Contracts and Procurement team will facilitate an evaluation with the technical experts in accordance with the Sound Contracting Principles identified in section 4.2 of this document.

All businesses who have submitted offers will be notified of the outcome of the evaluation by formal letter and are welcome to contact the Contracts and Procurement team via [contracts@gladstone.qld.gov.au](mailto:contracts@gladstone.qld.gov.au) for feedback when required.

Please note, that feedback will be focused only on the enquiring business's submission and any areas identified for improvement, comparatives to other submissions will not be provided. In accordance with section 237 of the *Local Government Regulation 2012*, contracts awarded with a value greater than \$200,000 (Ex GST) will be published on the GRC website and on the noticeboard in the foyer at Council's Gladstone Administration Centre, 101 Goonoon Street Gladstone.

## 4.6 Clarifications During Advertising

In circumstances where information provided in an RFQ or ITT is open to interpretation or is not readily understood, clarification or information may be requested.

All clarifications requested during the advertising period must be submitted via VendorPanel or LG Tender Box (unless explicitly advised in RFQ or ITT). Under no circumstances, should businesses contact GRC personnel directly to ask questions.

Clarifications and GRC responses, will be available for all prospective respondents.

## 4.7 Meetings

A pre-tender briefing (or mandatory site visit) may be required depending on the complexity of the procurement.

Respondents are expected to attend the pre-tender briefing when it is convened. GRC reserves the right to require attendance at a pre-tender briefing as a condition of tendering.

The pre-tender briefing is chaired by a member of the Contracts and Procurement team and is supported by the requesting officer and other relevant technical experts. The chair will ensure that the attendees are recorded, that the meeting is run according to an agenda, minutes are taken and that any questions and answers are recorded for formal distribution to all prospective respondents.



If a mandatory site visit is requested in the RFQ or ITT, respondents who fail to attend will be regarded as non-conforming and their responses will not be further evaluated.

## 4.8 Exceptions to Quotations/Tenders

Division 3 of the *Local Government Regulation 2012* provides exceptions from requesting quotes or tenders. These include:

- If a quote or tender consideration plan is prepared; or
- Engaging a supplier from a register or prequalified suppliers; or
- Utilising a Local Government Arrangement; or
- Other exceptions as follows:
  - (a) the local government resolves it is satisfied that there is only 1 supplier who is reasonably available; or
  - (b) the local government resolves that, because of the specialised or confidential nature of the services that are sought, it would be impractical or disadvantageous for the local government to invite quotes or tenders; or
  - (c) a genuine emergency exists; or
  - (d) the contract is for the purchase of goods and is made by auction; or
  - (e) the contract is for the purchase of second-hand goods; or
  - (f) the contract is made with, or under an arrangement with, a government agency.

### 4.8.1 Pre-Qualified Supplier

Council will operate a Register of Pre-Qualified Suppliers (RPQS) and Preferred Suppliers Arrangements (PSA) for goods and/or services. RPQS and PSA opportunities will be publicly advertised as a tender on LG Tender Box. Suppliers will need to submit a tender prior to the closing time and date. Suppliers deemed successful against the evaluation criteria and mandatory requirements will be awarded a standing offer contract.

All registers of pre-qualified suppliers and preferred suppliers are established as standing offer contracts; therefore, **suppliers are not guaranteed of any work.**

A standing offer contract is an agreement subject to specified terms and conditions whereby Council agrees to purchase requirements of a specified range of items, during a specified time period, from the supplier at agreed prices or on an agreed price basis. No obligation to purchase a specified quantity exists, although estimates for the guidance of the supplier may be given.

The pre-qualified supplier's details and schedule of rates are made available to all Council staff to engage the supplier's services on an as needs basis.

### 4.8.2 Local Government Arrangement

Local government arrangements are established by LocalBuy. LocalBuy is the Local Government Association of Queensland (LGAQ) contracts and tenders' services company. Local Buy's core business is the creation of contractual arrangements for goods and services that can be used by all QLD councils, aggregating the demand for these goods and services to achieve better pricing and conditions, and eliminating the need for councils to establish their own supply contracts.

Council may use any contract under the LocalBuy contract listing which satisfies the need of Council in delivering its services to the residents of the Gladstone Region. However, Council may choose to form its own contracts where appropriate.

In order to establish a contract with LocalBuy, businesses must register in LG Tender Box (link above) and respond to a LocalBuy tender via LG Tender Box and be successful in your response. Should your response to the LocalBuy tender be successful, you will then become a LocalBuy preferred/pre-qualified supplier.

Further details regarding LocalBuy contracts can be obtained here: <http://www.localbuy.net.au/suppliers>

## 5. Health, Safety and Environment

When contractors are engaged to work on a Gladstone Regional Council site, both the contractor and Council staff have obligations under the *WHS Act 2011 (Qld)* to ensure contractors are kept safe and healthy while on site.

### Obligations of Council

Council must:

- Ensure contractors have current safety processes in place.
- Induct contractors to the site/s they will be working in; including incident reporting process, site rules, expectations, etc.
- Include contractors into pre-start meeting (for construction).
- Communicate all hazards on site and the current controls; including processes, procedures, etc.
- Oversee contractor work to ensure correct controls and practices are being utilised.

It is critical for Council to ensure that all contractors work in accordance with their procedures at all times through compliance activities such as site inspections and audits.

### Obligations of Contractors

The Contractor must:

- Demonstrate compliance in accordance with Council's mandatory WHS requirements prior to undertaking works for Council.
- Report all workplace incidents to the responsible person immediately.
- Ensure that all work performed on behalf of Council is conducted safely in accordance with legislative requirements and company procedures.
- Actively participate in Council's induction process.
- Adhere to all Council site rules.
- Sign in and out of Council sites.
- Actively participate in site inspections conducted by the responsible person of the Contract, Preferred Supplier Arrangement or other works generated by quote.
- Follow any reasonable direction from Council for the safe completion of works.

The contractor, as an organisation, must meet and actively demonstrate their obligations and responsibilities under the *WHS Act 2011 (Qld)* and the *WHS Regulation 2011 (Qld)*, at all times whilst performing works on behalf of Council.

## Safety Gate Assessment

The purpose of this assessment is to ensure that safe standards for Work, Health and Safety can be demonstrated in accordance with the *Work Health and Safety Act 2011 (Qld)* for any high-risk work to be undertaken. High-risk work is defined in section 291 of the *Work Health and Safety Regulation 2011 (Qld)*.

For Council to assess contractor WHS suitability for work, the following documents will be requested as part of a Request for Quote (RFQ) or Invitation to Tender (ITT):

1. References for comparable work completed within the last 12 months.
2. Details of any improvement or prohibition notices issued by WHS QLD or any WHS conviction and any resulting improvements made.
3. Completed examples of at least three (3) Safe Work Method Statements (SWMS) and/or risk assessments relevant to scope of works.
4. Demonstration of Understanding Statement – outlining what SWMS they will use, what licenses they will be providing for the job, any risks they have identified and controls they will have in place, details of who their safety personnel are and allocation to the project, any environmental risks they have identified.
5. Details of any claims made under Work Cover.
6. Evidence of Insurances and ISO certification held by company.

Failure to provide any of the above information will result in the submission being assessed as non-conforming and not considered for further evaluation.

The successful contractor, in accordance with the RFQ/ITT will be required to provide the following documentation where applicable prior to commencement of works:

1. Licenses, permits, maintenance records, SWMS, lifting plans, rescue plans, etc. relevant to the specific scope of work and work location/s included in the contract.
2. Construction safety management plan to be reviewed and approved by GRC Health and Safety Team prior to commencement of works (this is required under *WHS Regulation 2011 (Qld)* for all contracts greater than \$250k however may be required for lower value contracts if deemed high risk by GRC).

Where a contractor does not have a safety management system, the contractor must strictly comply with GRC's safety management system. All contractor personnel will be required to complete a GRC generic contractor induction prior to commencement of works.

All WHS related documentation submitted before and during works for GRC will be reviewed by Council's Health and Safety Team.

It is essential that contractors assess and manage risks appropriately whilst conducting activities on behalf of GRC. Relevant risk assessments and/or SWMS must be available for review at each work location within the Gladstone Region, at all times.

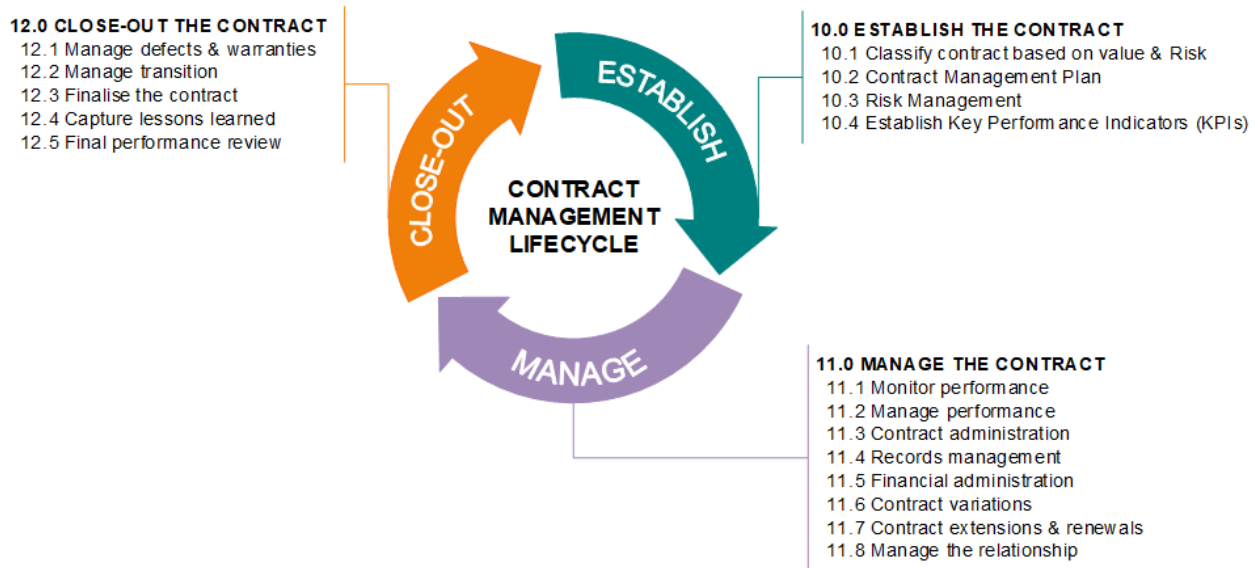
## 6. Contract Management

GRC recently adopted a procedure for managing contracts. Successful contract management sets standards for an efficient and effective process that allows both Council and the Contractor to understand and meet the obligations of the contract. This is achieved by fostering and facilitating a collaborative approach and supports the realisation of value for Council and client satisfaction.

Successful contract management results in:

- both parties being satisfied with service delivery results;
- the achievement of expected business benefits and value for Council outcomes;
- cooperative and collaborative partnership with the Contractor;
- better understanding by both parties of obligations under the contract; and
- reduced likelihood of disputes and surprises.

Contract management can be summarised with reference to the following cycle:



However, contractors should be aware of their involvement in the following processes:

- Contract kick-off meetings;
- Contract review meetings;
- Contractor performance audits;
- Lessons learned feedback.

## 7. Purchasing Requirements

Purchase orders are required for all Gladstone Regional Council purchases. Contractors should not supply goods or services to Council unless they have received a valid purchase order.

### 7.1 Purchase Orders

The following information will be provided on Gladstone Regional Council purchase orders:

- Purchase order number;
- Date;
- Description of goods or service required;
- Quantities of the goods or services;

- Price;
- Required delivery date;
- Delivery address;
- Any special instructions;
- The name of the Council officer requesting the goods or service; and
- Terms and Conditions.

If a purchase order is incorrect or incomplete, please make contact with your Council representative immediately, prior to commencing any work or providing any goods.

## 7.2 Delivery Requirements

Council requests that all goods supplied to Council are clearly labelled with the correct address and preferably the officer who has requested the goods. A delivery docket must be provided with the goods and must include the following information:

- Purchase order number;
- Delivery address;
- Officer's name; and
- Description of goods and quantity.

## 8. Invoicing Requirements

Invoices must be addressed and forwarded to:

[invoices@gladstone.qld.gov.au](mailto:invoices@gladstone.qld.gov.au)

### 8.1 Accounts Payable

Accounts payable's role is to pay authorised invoices in accordance with Council's terms of trade. Simply sending an invoice to accounts payable or your Council contact, does not guarantee payment, therefore please ensure you have obtained a purchase order and referenced the purchase order number on your tax invoice and sent your invoice to [invoices@gladstone.qld.gov.au](mailto:invoices@gladstone.qld.gov.au) to speed up this process.

When an invoice is received, accounts payable will check its validity ensuring that the invoice is compliant under the Tax Act and includes:

- The words "Tax Invoice";
- The supplier's identity;
- The supplier's Australian Business Number (ABN);
- A brief description of what is sold including the quantity and price;
- The total GST amount; and
- Date of issue.



[www.gladstone.qld.gov.au](http://www.gladstone.qld.gov.au)