

WATTLEBIRD HYGIENE SERVICES

Pty Ltd · ABN 00 000 000 000 (fictitious)

Tender Response

Contract C00-149 — Hygiene Services, Council Facilities

Sample Shire Council

Lodged via the Council's e-tendering portal · 21 September 2026

Prepared for	Sample Shire Council — Procurement
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Contact	tenders@wattlebirdhygiene.example · (03) 5000 0000
Offer validity	90 days from the closing date

ABOUT THIS DOCUMENT

This is a sample submission prepared by Blisters (blisters.ai) to show what a finished, conforming council tender response looks like. The tender structure mirrors a real Victorian council hygiene-services contract; the company, the council, every person, referee, number and price are invented. It cannot be lodged anywhere, and it exists so you can judge the craft before you spend a dollar.

Covering letter

The General Manager — Procurement
Sample Shire Council
1 Civic Place, Millbrook VIC 0000

Dear Procurement Team,

Wattlebird Hygiene Services is pleased to submit a conforming tender for Contract C00-149, the provision of hygiene services across Council's buildings and public conveniences. We are a regional washroom services company of eleven people, servicing council, aquatic, early-learning and commercial sites across the district for fourteen years. Everything Council has asked for in the Response Forms is addressed in the pages that follow, in Council's own order, with evidence attached where required.

Three things we would draw to the evaluation panel's attention:

- Our price is built on a stated service frequency (fortnightly for sanitary and nappy units; four-weekly for air fresheners) and on the de-duplicated site schedule, with both assumptions recorded against the rates so the panel can compare like with like.
- Our staff already hold current police checks and our routes pass through the shire daily, so transition needs three weeks, not three months.
- Every claim in this response is either evidenced in an attachment or plainly marked as a commitment — nothing is padding.

We confirm the offer remains open for 90 days and that the signatory below is authorised to bind the company.

Yours faithfully,

Meredith Harker

Director, Wattlebird Hygiene Services Pty Ltd
21 September 2026

SAMPLE DOCUMENT

Form 3.1 — Tender price

Item	Amount
Annual contract sum (ex GST)	\$37,010
GST	\$3,701
Annual contract sum (incl GST)	\$40,711
Indicative three-year value (ex GST)	\$111,030

BASIS OF PRICE — STATED, NOT ASSUMED SILENTLY

Form 3.1 requests a lump sum while the contract schedule operates as a schedule of rates. We have provided both: the unit rates in Form 3.3 and the annual sum they produce for the printed site schedule. The price assumes (a) fortnightly service for sanitary and nappy units and four-weekly service for air fresheners, per our clarification question of 11 September; and (b) the de-duplicated schedule of 152 sanitary units, 41 nappy units and 10 air fresheners — the printed Locations table repeats sixteen lines. If Council confirms different frequencies or counts, the unit rates hold and the annual sum recalculates mechanically.

Form 3.3 — Schedule of rates

Service	Unit rate per service (ex GST)	Cycle assumed	Units	Annual (ex GST)
Sanitary unit — exchange & sanitise	\$6.90	Fortnightly (26)	152	\$27,269
Nappy unit — exchange & sanitise	\$8.50	Fortnightly (26)	41	\$9,061
Automatic air freshener — service & refill	\$5.20	Four-weekly (13)	10	\$676
Annual total				\$37,006*

*Rounded to \$37,010 in Form 3.1. New sites added at the same unit rates on four weeks' notice, per the specification.

Out-of-hours rates	Loading on unit rate
After hours (5:00pm–7:00am, Mon–Fri)	+ 40%
Saturday / Sunday	+ 60%
Public holiday	+ 100%

All rates fixed for the initial term, subject only to the contract's annual adjustment mechanism.

Forms 3.2 & 3.4 — Tenderer information and experience

Field	Response
Legal entity	Wattlebird Hygiene Services Pty Ltd (tendering as the company, not the trading name)
Trading name	Wattlebird Hygiene
ABN / ACN	00 000 000 000 / 000 000 000 (fictitious)
Registered office	14 Ironbark Court, Millbrook VIC 0000
Years trading	14 years under the present name; no previous names
Directors	Meredith Harker (Millbrook), Paul Harker (Millbrook)
Other financial interests	None
Relationships with Council personnel	None to disclose
Association membership	Member, Waste Contractors & Recyclers Association of Victoria

Key personnel

Name	Position	Experience	Role on this contract
Meredith Harker	Director	22 yrs washroom services; ex national provider area manager	Contract principal; quarterly reviews
Dean Whitfield	Operations Supervisor	11 yrs; Cert IV WHS	Route supervision, QA audits, incident response
Alana Reyes	Service Technician (lead)	7 yrs; police check current	Northern route incl. all early-learning sites

Demonstrated experience

Fourteen years of scheduled washroom servicing across local government, aquatic and early-learning settings. Current work includes two shire-wide council contracts and a regional aquatic operator, together covering 340+ serviced units on scheduled routes — the same service pattern, reporting rhythm and sensitive-site discipline this contract requires.

Form 3.5 — Current contracts

Client	Scope	Dates	Annual value	Referee
Northern Plains Shire Council	78 sanitary, 18 nappy units, 22 buildings	2021 – present	\$29,400	J. Corcoran, Facilities Coordinator · (03) 5000 0001
Westbank Regional Aquatic	41 units across 3 centres	2019 – present	\$16,800	S. Novak, Operations Manager · (03) 5000 0002
Harpers Crossing Early Learning Group	26 nappy/sanitary units, 6 centres	2018 – present	\$11,200	T. Adeyemi, Group Manager · (03) 5000 0003

Form 3.6 — Previous contracts

Client	Scope	Dates	Final value	Referee
Stony Creek Shire Council	Public conveniences servicing, 19 sites	2016 – 2022 (re-let on merger)	\$21,600/yr	L. Brandt, Contract Supervisor · (03) 5000 0004

Client	Scope	Dates	Final value	Referee
Goldfields Health (private)	Clinical waste & sanitary, 4 sites	2015 – 2019	\$9,800/yr	R. Osman, Support Services · (03) 5000 0005

Form 3.7 — Staff, equipment and social benefit

Item	Response
Staff on this contract	1.6 EFT (two technicians on alternating routes + supervision)
Total permanent staff	11 (9.4 EFT)
Subcontractors	None. All work performed by directly employed, police-checked staff.
Vehicles	3 × route vans (2023–2025, sign-written, GPS-logged); 1 spare
Equipment	Sealed exchange-bin stock (400+ units), depot bin-wash bay with trade-waste consent, PPE per SDS, spill kits in every van

Form 3.7.3 — Local content

Wattlebird's depot sits 40 minutes from the shire boundary and our northern route passes through the district daily. For this contract we commit to: a service technician recruited from within the shire (advertised locally within 60 days of award); consumables purchased through the Millbrook district trade supplier; and vehicle servicing at a shire workshop. Estimated local content by year two: 45% of contract labour, 30% of goods and services.

Form 3.7.4 — Targeted employment

Yes. Our workforce includes staff recruited through a regional disability employment provider (2) and mature-age re-entrants (3). For this contract, the shire-based recruitment above will be listed with the same providers first, with a hiring decision inside 90 days of award.

Forms 3.8–3.11 — Systems

System	Status	Detail
Quality assurance (3.8)	Documented system; not third-party certified	Written procedures for routes, service records, complaints and corrective action; willing to align to Council's performance framework. Two-hour response target for missed-service reports; 90% on-time KPI tracked per route, reported quarterly.
EEO policy (3.9)	Yes — attached	Applies to recruitment, pay and conduct; last reviewed March 2026.
Environmental (3.10)	Documented EMP for this contract — attached	No EPA notices or fines. Bin-wash water to trade waste under consent; sanitiser is biodegradable quaternary-free product; route sequencing cuts dead kilometres ~18%; all contract waste to licensed transfer facilities with dockets retained; product sourcing favours recycled-content liners.
Risk management (3.11)	Yes — attached	Risk register covering manual handling, biohazard, driving, lone work and site-specific risks at aquatic and early-learning sites; reviewed annually and after any incident.

Form 3.12(a) — Methodology

How the contract will be delivered, addressed against each element of the specification.

Routes and scheduling

The shire's 51 sites divide into two fortnightly routes: North (Millbrook, Harpers Crossing, the showgrounds and transfer stations) and South (Stony Creek, the aquatic centre, civic precinct and reserve sites). Heavy sites — the regional reserve (28 sanitary + 8 nappy) and the two office buildings — anchor route days so service falls on the same weekday each cycle. Air fresheners are serviced four-weekly on the same runs. Routes are GPS-logged; any site unvisited by 3:00pm on its scheduled day raises an exception to the supervisor the same afternoon.

Service records and reporting

Each service is recorded on a per-site checklist (units serviced, condition, consumables, defects) before the vehicle leaves the site. Council receives a service report by email by the next working day, per site, listing units serviced and any matters needing attention — a locked cubicle, vandalism, a plumbing defect — so Council's facilities team hears it from us first.

Keys, fobs and site security

Council's fob and master key are held in a keyed safe at the depot, signed out per shift and carried on a lanyard tether. A lost key or fob is reported to the Contract Supervisor within 24 hours, with the incident report identifying every site the key could access. In fourteen years we have reported one lost key (2019), within four hours.

Sensitive sites

A large share of the schedule is kindergartens, childcare and aquatic facilities. Our protocol: service outside session hours wherever the timetable allows; sign in at every staffed site; police-checked staff only (checks renewed three-yearly, register available to Council); no photography; and works approved with the Contract Manager before any variation. Staff wear identifiable uniform and carry photo ID.

Contingency

Two trained relief operators cover leave and illness; the spare van covers breakdowns; and both routes can be compressed to a single extended route for up to a fortnight without missing a scheduled service. The contingency plan (attached) covers vehicle loss, depot loss, staff unavailability and supplier failure, each with a named owner and a recovery time.

Transition and implementation

Weeks 1–2 from award: site induction sweep of all 51 sites with Council's representative, unit audit against the schedule, bin stock staged. Week 3: routes live, first service cycle completed, first next-day reports flowing. The Transition and Implementation Plan is attached; the elements of the template that do not apply to hygiene services (security monitoring nomination, software connection) are marked not applicable, as clarified.

Form 3.17 — OHS questionnaire (summary of responses)

All mandatory (starred) items are completed in the response form. The table below summarises; each response cites its attached evidence.

Item	Response	Evidence attached
OHS policy & responsibilities (Q1–3)	Yes — documented system, director-owned	OHS Manual §1–2
Safe work procedures / JSAs (Q4–7)	Yes — JSAs for bin exchange, manual handling, biohazard exposure, driving, lone work	JSA register (5)
High-risk construction work (Q8–9, 12, 25–28)	Not applicable — no construction work under this contract; one-line rationale given per item	—
Training & induction (Q10–11)	Yes — induction checklist, annual refreshers, training register	Training register
JSA for this contract's tasks (Q13–14)	Yes — contract-specific JSAs provided	JSAs 1–4
Plant, equipment, test & tag (Q15–16)	Yes — van and equipment maintenance log; test-and-tag current	Maintenance log
Incident reporting & investigation (Q17–19)	Yes — reporting within 24h, investigation template, corrective action log; no notifiable incidents in 5 years	Incident procedure
Emergency & first aid (Q20)	Yes — first aid kits per van; two staff hold HLTAID011	Certificates
Insurance incl. PI where applicable (Q21)	PL \$20M held; PI not applicable to this service — noted	Certificates of currency
Hazardous substances (Q22–23)	Yes — substances register + SDS for all chemicals carried	SDS pack
Chain of responsibility / driving (Q24)	Yes — driver policy, licence checks, GPS fatigue review	Driver policy
Site sign-in / waste (Q29–31)	Yes — sign-in at staffed sites; all waste off-site to licensed facilities	EMP; waste dockets
Nominated OHS representative	Dean Whitfield, Operations Supervisor (Cert IV WHS)	—
Company references with LTI data	Three provided; zero lost-time injuries past five years	Form 3.17 refs

Note: the questionnaire numbers one item twice in the source form; both instances are answered.

Forms 3.13–3.19 — Insurances, conformance and declarations

Form 3.13 — Addenda received

Addendum	Issued	Acknowledged
No. 1 — Clarification responses (frequency confirmed fortnightly; schedule count corrected)	15 Sep 2026	Yes — pricing reflects the corrected schedule

Form 3.14 — Insurances

Cover	Insurer	Amount	Expiry	Policy no.
Public liability	(APRA-authorised insurer)	\$20,000,000	30 Jun 2027	SAMPLE-000-PL
Professional indemnity	Not applicable to this service — noted per schedule	—	—	—
WorkCover	WorkSafe Victoria agent	Per legislation	Current	SAMPLE-000-WC

The public liability policy will be endorsed as required by the General Conditions on award; our broker has confirmed availability of joint-names cover.

Form 3.16 — Conformance

This tender **conforms**. No departures from the specification or conditions are proposed. The stated frequency and schedule-count assumptions in Form 3.3 follow Council's addendum and are not non-conformances.

Form 3.18 — Execution

The company agrees to execution of the contract by electronic signature. Authorised signatory: Meredith Harker, Director — tenders@wattlebirdhygiene.example.

Form 3.19 — Tenderer's declaration

The tenderer declares: compliance with the Competition and Consumer Act; the insurances above are held or will be obtained before commencement; the tender contains no knowingly false statements; no conflict of interest exists with Council, its councillors or staff; no canvassing of Council personnel has occurred; the company is financially sound and consents to an independent financial assessment, with two years' financial statements attached.

Signed Meredith Harker Position Director Date 21 Sep 2026

Attachments lodged with this response

1. Certificates of currency (PL, WorkCover) · 2. OHS Manual extract and JSA register · 3. Contract-specific JSAs (bin exchange, manual handling, biohazard, driving) · 4. Environmental Management Plan for C00-149 · 5. EEO and Risk Management policies · 6. Training and police-check registers (names redacted) · 7. Transition & Implementation Plan · 8. Contingency Plan · 9. Financial statements FY2024–25, FY2025–26 · 10. Completed pricing schedule in Council's workbook, in Council's file-naming convention.

WHAT YOU JUST READ

Every section above answers a numbered form from a real council tender pack, in the council's own order, with the traps handled in writing — the stated price basis, the corrected site count, the not-applicable boilerplate marked rather than ignored. That's what Blisters drafts for a real business from its own evidence: you review it, you price it, you press lodge. The first one costs \$149. blisters.ai