Tennis Tasmania

Invitation to Tender

Hobart International 2017
Launceston International 2017
Invitation to Tender

Hobart International and Launceston International tennis events 2017

This document is provided solely for the purpose of assisting suppliers/service providers in response to an invitation to tender. No part of this document may be reproduced or transmitted in any form, by any means for any other purpose.

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1. Introduction

Tennis Tasmania is the State Sporting Organisation governing the sport of tennis in Tasmania. It is responsible for the promotion and betterment of tennis opportunities, from grassroots participation to the delivery of international tennis events showcasing the world’s elite players.

Two flagship events held annually are the WTA Hobart International and the Pro Tour Launceston International. Hosting events of this magnitude are central to the promotion of tennis generally, and provide opportunities for local tennis players and fans to get involved in both volunteer and spectator roles. Our charter is to deliver these events with professionalism and impact. To do so requires the combined team effort of a number of key stakeholders including suppliers and providers of core goods and services.

1.1 Project goals and objectives

Tennis Tasmania identifies the following goals and objectives as priority:

- Service efficiency
- Pricing
- Consumer satisfaction
- Quality Assurance and Quality Control
- Best Practice at all stages of the service delivery process

1.2 Purpose of this invitation to tender

To identify and secure the goods and/or services of the suppliers/providers who demonstrate a capacity to achieve the abovementioned goals and objectives. Tennis Tasmania aims to ensure that service delivery and product quality is of the highest standard, and at the most cost effective level.

1.3 Form of tenders

Tenders need to respond to specific criteria relevant to the nature of product and/or service offered. Information regarding criteria will be provided and tenders will need to address key points such as:

- Quote for product and/or service supply (as per criteria)
- Business name
- Contact details
- Australian Business Number
- Banking details
- Your service/product information
- Your service/product requirements/expectations
- Any additional information and/or disclaimers pertinent to your business

1.4 Tenders

Businesses are invited to tender for the supply of the following goods and/or services:

a) Linen and Towel supplies and laundering services
b) Equipment/Furniture Hire and Temporary Infrastructure
c) Public catering
d) Corporate catering
1.5 Procurement Timetable

Key dates are as follows:
Tenders open on July 11, 2016.
Tenders close on August 11, 2016.
Evaluation will then take place and those businesses shortlisted will be contacted for further discussion and/or demonstration of goods/services. Successful tenders will be informed in writing no later than September 2, 2016.

2. Background

2.1 Organisation Profile
Tennis Tasmania (Incorporated) is affiliated with Tennis Australia (Limited) as a Member Association, with rules defined according to the Associations Incorporation Act 1964 and amendments since. The interpretation of the rules will be at the determination of the Board and in accordance with the Act. The Board controls and manages the property, assets, business and affairs of the Association.

2.2 Environment
Tennis Tasmania operates in a diverse and dynamic environment and works with a number of different stakeholders including but not limited to: all tiers of government; other State and National Sporting Organisations; corporate sector; local clubs; schools; voluntary and commercial providers; international bodies such as the Women’s Tennis Association (WTA) and International Tennis Federation (ITF); Tennis Australia and other member associations. The technical environment of Tennis Tasmania is managed by internal IT architecture defined by Tennis Australia. The network of IT and financial infrastructure is managed by Tennis Australia, therefore establishing the NSO namely Tennis Australia as responsible for ultimate budgetary and IT decision-making.

2.3 Current business systems
Tennis Tasmania operates as a Member Association of Tennis Australia and therefore in accordance with the IT and business/financial modelling and infrastructure defined and managed by Tennis Australia.

3. Scope and Scale

3.1 Scope of the project
Tenders are invited for one or both of the following events held in Hobart and Launceston respectively in January and February 2017:
- WTA Hobart International | Domain Tennis Centre 2 Davies Avenue Glebe TAS
- Pro Tour Launceston International | Launceston Regional Tennis Centre 23 Racecourse Crescent Launceston TAS

3.2 Scale of the project
Actual and potential numbers, quantities, volume of supply are variable depending on the nature of the product/service and will be subject to change without notice due to the influence of elements beyond the control of Tennis Tasmania. Such elements may include but not be limited to: weather variability; spectator patronage; consumer response to product/service; other external elements and unforeseen circumstances.
4. Key requirements

In order to be considered as a supplier/provider of goods and/or services within the events hosted by Tennis Tasmania, your business will be required to demonstrate the following as a minimum:

• Evidence of sound financial and business standing
• Evidence of capacity to meet and exceed minimum operating requirements
• Evidence of capacity to meet and exceed contractual obligations and standards
• Provision of accurate and transparent information pertaining to your business operations and standards
• Provision of a complete and accurate tender document that acknowledges key criteria as they apply to your goods/services and supply thereof

5. General requirements

Descriptions of the goods and/or services required and expected as they pertain to specific tender portfolios, will be provided once an Expression of Interest has been received by Tennis Tasmania. In general terms however, it is expected that a strong working relationship will be established and maintained for mutual benefit between the supplier/provider and Tennis Tasmania. Such a relationship will be characterised by open communication, clear statements of functional requirements to avoid potential misinterpretation, and completion of a written agreement that underpins the nature of the contract between parties.

6. Detailed Functional requirements

The aim is to provide you with a complete and accurate description of duties, obligations, and service expectations, subject to reasonable variability as defined in “3.2 Scale of the Project”.

7. Technical requirements

Submission of your tender should see attention paid to details such as:

• Software and hardware requirements e.g. anytime anywhere access, technological support, etc
• Staffing plans e.g. number and management of staff on site
• Adherence to Workplace Health & Safety standards and risk assessments
• Any other requirements that may be reasonably expected to enable your service delivery to meet standards, goals and objectives

8. Cost information required

Tenders must include an itemised breakdown of costs to Tennis Tasmania for the business’s supply and/or provision of goods and/or services. All costings must isolate the GST component as it applies, and any additional charges/fees that may apply such as collection and delivery. Costings must also reflect fees that may apply in the event of any issues emerging. For example: non-return of items to your business; breakages; damages; losses; and other issues within reason.
9. **Supplier information required**

9.1 **General information**
This is to include information such as:
- Contact name and details
- Registered company address
- Website address
- Banking details
- Australian Business Number (ABN)

9.2 **Proof of supplier/service provider financial and business status**
This is to include documentation that demonstrates details of supplier/provider ownership or organisational structure (e.g. company/sole trader); business registration evidence; copies of audited accounts over an agreed period.

9.3 **Evidence of capacity to deliver contractual requirements**
The tender should contain information and/or reference support to demonstrate previous contracts and tenders successfully attained. Comparable experiences detailing average size and duration of contracts and tenders undertaken will be evidenced.

9.4 **Other**
Information regarding Quality Control (QC) and Quality Assurance (QA) standards that are relevant to the goods/services being provided should be detailed here. Any provisions for or accreditations supporting QC and QA standards for your business should be demonstrated. Supply of your business terms and conditions for Tennis Tasmania signature, should occur at this stage also.

10. **Implementation requirements**

Please provide information regarding any assumptions your business may have regarding resources and/or support infrastructure that may be available within Tennis Tasmania, or within one or both sites. Details regarding your business requirements and methods as they may influence service set up and delivery, should also be provided. Roles and responsibilities within the set up and implementation phases can then be identified, defined, and negotiated.

11. **Instructions to suppliers/service providers**

Your tender needs to be provided in both hard and electronic copy. Instructions for forwarding are as follows:

**ATTENTION:**
Simonne Allwright  
Tennis Tasmania  
GPO Box 115 Hobart TAS 7001

**Email:**  
sallwright@tennis.com.au

**Tenders Open:**  
July 11 2016

**Tenders Close:**  
August 11 2016

Selection process follows. Selection advice will be made no later than September 2 2016. Tenders must address all relevant criteria and description requirements as per this document. Further information follows.
12. Collusion and inducements

Any collusion with other potential suppliers/providers will invalidate your tender. By submitting a tender you declare that it is a bona fide tender, intended to be competitive, and that you have not fixed or adjusted the amount of the tender by or in accordance with any agreement or arrangement with any other person or organisation.
Offering an inducement of any kind in relation to obtaining this or any other contract with Tennis Tasmania will disqualify your tender from being considered and may constitute a criminal offence.

13. Confidentiality and the Freedom of Information Act

You must not attempt to obtain any information about any other tender submission or proposed tender, before the contract is awarded.
Tennis Tasmania is subject to the terms of the Freedom of Information (FOI) Act, therefore should your tender be accepted, Tennis Tasmania cannot guarantee that your tendered price(s) or any other information will remain confidential. If the tenderer considers that any information supplied is either commercially sensitive or confidential in nature, this should be highlighted at the time of tendering and the reasons for its sensitivity given. In such cases, the relevant material in response to FOI requests will be examined in the light of the exemptions provided for in the FOI Act.
# Expression of Interest Form

**Process**
- Please register your interest by completing the EOI form below, attach any relevant documents and return to Tennis Tasmania by **10 July 2016**.
- Tender documents will be issued to those who have completed an EOI on **11 July 2016**.
- Tenders must be submitted to Tennis Tasmania by **11 August 2016**.
- The successful tender will be advised on **2 September 2016**.

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**We wish to register an EOI for provision of the following** (tick all that apply):

- [ ] a) Linen and Towel supplies and laundering services
- [ ] b) Equipment/Furniture Hire and Temporary Infrastructure
- [ ] c) Public catering
- [ ] d) Corporate catering

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**Please attached evidence of business compliance** *(eg operating standards, financial standing/audit report)*

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**Tennis Tasmania**

Office: 2 Davies Avenue, Glebe TAS 7000  
Mail: PO Box 115, Hobart TAS 7001  
Contact: Simonne Allwright

Email: tasinfo@tennis.com.au  
Phone: 03 6108 8200