**CompanyName**

Capability Statement

16 December 2013

EOI Box

Name of EOI organisation

Address of EOI delivery

City, state and postcode

**EOI – Provision of Insert Service Description for Name of EOI Company**

Company is pleased to submit a proposal for the provision of Service Description e.g. provision of writing and editing services to EOI of tendering organisation, e.g. the Sample City Council.

*Insert a paragraph explaining structure and what your company offers:*

EXAMPLE 1 - Dawtek is a boutique documentation firm centrally located in the Docklands precinct of Melbourne. We are a specialised team of tender, technical and business writers, and we provide a comprehensive range of writing and editing services to suit your organisation’s needs. Dawtek recognises that each business is unique, and that’s why we provide a personalised approach to documentation.

EXAMPLE 2 – Black and White is one of Australia’s leading service providers. Specialising in building, painting, rendering and tiling, Black and White provides a complete end-to-end building service. We pride ourselves on being able to offer the highest quality of service and superior produces.

EXAMPLE 3 - Smith Consulting has been successfully providing auditing and accounting services to our clients over the past 25 years. Smith Consulting acts as auditors, accountants and tax agents for numerous companies, government organisations, community based organisations and individuals within the Melbourne metropolitan area, country Victoria and New South Wales.

Company has a long history of being ethical, professional and proactive, and we are proud of our national reputation with clients in both the private and corporate sectors of the community. Company’s philosophy has always been to build long-term relationships with our clients throughout Australia.

We provide stable teams of experienced and highly trained personnel, employing X fulltime and X part time staff. We provide a range of insert type of services i.e. cleaning services for a diverse portfolio of clients.

Company currently provides services to list types of clients i.e. corporate, private sector, government bodies etc.

At Company, we pride ourselves on our:

* highly trained personnel
* experienced management team
* effective communication
* quality management system
* personalised customer service
* skilled account managers
* modern technology
* integrity and professionalism
* workplace safety.

Company operates on a structured organisation chart with clear lines of authority and accountability. You will have peace of mind when you engage with Company, knowing that you have selected the best service provider in the industry.

Please contact me if you require any further information or have any questions concerning our proposal.

Yours sincerely,

|  |  |
| --- | --- |
| Name |  |
| Title, Company |  |
| Location: insert address  |
| Postal: insert PO Box or postal address  |
| Tel: insert phone number  | Mob: insert mobile number  |
| Email: insert email address | Web: insert website address  |

# Company Details

|  |  |
| --- | --- |
| **Company Name:** |  |
| **Company Structure:** |  |
| **ACN:** |  |
| **ABN:** |  |
| **Trading in Australia since:** |  |
| **Trading Address:** |  |
| **Phone Number:** |  | **Fax Number:** |  |
| **Contact Person:** |  | **Phone Number:** |  |
| **Email:** |  |  |  |
| **Website:** |  |  |  |
| **Name and Position of authorised signatory:** |  |
| **Date:** |  |

# About Us

<<A company profile reflects the size and capability of your business and must contain details of the following:

Your company's registered name, ABN, address and general organisation details.

Your Location and/or demographics of your region/area.

Company history (including years of operation).

Organisational/Management structure.

Products or services – key features and benefits.

Areas of expertise (either personal qualifications of key staff or experience to deliver services).

Experience in the industry

Accreditation or Quality Assurance (if applicable).

A general statement of overall capacity and experience to provide goods and/or services

# Organisation Structure

*<<Supply an organisational chart that details your proposed organisational structure for the provision of goods or services for which you are tendering. You can click on the organisation chart displayed and edit to for your company structure.*

*Our organisation is structured on clear lines of accountability and responsibility. The organisational chart is shown below.*

# Capabilities

## General Capabilities

*<<Detail your Service capabilities. Highlight your strengths and list your experience.*

*Include information such as years of operation and experience in the industry.*

*Provide a list of customers you currently service and the services you provide to them.*

*Include previous clients if they are relevant to the tender contract.*

*Add a detailed statement about your overall capacity and experience to provide the goods or services the Agency is seeking.*

*There can be some repetition of key strengths and benefits, similar to the Executive Summary and the Company Profile. >>*

## Facilities

*<<Provide detail on the facilities available to your organisation to fulfill the terms of the contract. Include information such as location and size of the facilities, how they are managed, how they are currently utilised, and how they will be utilised for this contract. >>*

## Licenses

*<<Include information about any relevant licenses that may be applicable to this contract, such as trade or industry certifications, quality assurance, etc. Provide detail in the form of PDF scans of the licenses which can then be referred as Attachments. >>*

## Technology

*<<Provide information on your IT systems and if applicable, your web-based systems along with the benefits they will provide your clients/the Agency.*

*Make sure you cover: web-based reporting; business continuity (also covered later in this document); innovative systems and feature**s; timeliness and turnaround. >*

## Capabilities and Experience

<<Include previous and current clients who are relevant to the tender contract. Include only contracts of a similar size, value or nature to this tender. >>

|  |  |
| --- | --- |
| Company |  |
| Duration |  |
| Description of Services | <<provide a description of the services you provided for this client>> |
| Estimated Value |  |

|  |  |
| --- | --- |
| Company |  |
| Duration |  |
| Description of Services | <<provide a description of the services you provided for this client>> |
| Estimated Value |  |

|  |  |
| --- | --- |
| Company |  |
| Duration |  |
| Description of Services | <<provide a description of the services you provided for this client>> |
| Estimated Value |  |

## Value-Added Services

<<List the value-added benefits that the Agency will receive from using your services. If it is possible, include statistics and also dollar savings.>>

# References

To support this RFT, the following referees have been provided.

|  |  |
| --- | --- |
| **Name of Referee:** |  |
| **Company:** |  |
| **Services Provided:** |  |
| **Position:** |  |
| **Phone Number:** |  |

|  |  |
| --- | --- |
| **Name of Referee:** |  |
| **Company:** |  |
| **Services Provided:** |  |
| **Position:** |  |
| **Phone Number:** |  |

|  |  |
| --- | --- |
| **Name of Referee:** |  |
| **Company:** |  |
| **Services Provided:** |  |
| **Position:** |  |
| **Phone Number:** |  |

# Quality Assurance

*<<Provide an overview of your Quality Management system. Include:*

*What standards does your organisation conform to, e.g. ISOxxx;*

*Explain the supporting policies and procedures you have in place;*

*Detail staff recruitment, induction and retention procedures.*

*Describe your client governance framework. This is an overview of the systems, processes and methods which you use to provide your goods and services.>>*

# Occupational Health and Safety

**Important Note:** Occupational Health and Safety (OHS) legislation has undergone changes. Effective January 1st, 2012 new Work Health and Safety (WHS) laws were implemented. As of January 1st, 2013 all states except Victoria and Western Australia will have transitioned to the new WHS laws. <<Remove before submitting>>

Company has implemented an Occupational Health and Safety or a Work, Health and Safety Management System that focuses on an environment where all employees are safe from injury and risk to health while at work.

Company’s OH&S or WHS policies and procedures provide for the following:

* a safe workplace and a safe and healthy working environment
* safe systems of work
* machinery, equipment and substances in a safe condition
* information, instruction, training and supervision necessary to ensure that each employee is safe from injury and risks to health
* effective consultation with employees on all issues that may affect health and safety at work
* effective injury and illness reporting and investigation, and effective rehabilitation measures for employees who suffer work-related injuries and illnesses.

# Environmental Management

<<Does your organisation have an Environmental Policy?

What is your Environmental Health and Safety Policy Statement?

If an office environment you may include environmentally safe practices such as renew/reuse/recycle procedures. If evidence is required you could cite the make and model number of an office printer/copier which has paper re-use capability, the name of a service provider for paper recycling, or evidence of a switch to a service provider who prints promotional material using "green" practices.

If a manufacturing organisation you may include procedures for environmentally sound disposal of waste products.>>