

General Information Page

Request For Quotation (RFQ)

For Development of an Industrial Audit Framework for the Blacktown Local Government Area (LGA)

1. Overview/Background

- 1.1 Blacktown Council is responsible for the protection and enhancement of the natural environment. Our natural resources are of major environmental, social and economic value, and if they become degraded this resource will lose its value.
- 1.2 The quality of natural resources is often greatly impacted upon by land and community uses such as agriculture, urban and industrial uses, and recreation.
- 1.3 In the Blacktown LGA there are a number of industrial areas of varying sizes. The development and implementation of an industrial auditing framework will enable Council to effect environmental change within these industrial areas. This will help lessen the impacts the industrial areas of Blacktown are having on our natural resources.

2. Purpose of this Request for Quotation (RFQ)

- 2.1 Council is inviting quotations from suitably qualified and experienced consultants to develop an industrial audit framework for the Blacktown LGA.
- 2.2 These services will be required to be delivered in accordance with the timeframe provided in Table 1.

Table 1 Timeframe for completion of services

Event/activity	Completion Date
Closing of Quotations	30 April 2008
Selection of preferred Consultant	2 May 2008
Commencement of services	12 May 2008
Completion of services	30 October 2008

- 2.3 The RFQ outlines the minimum response criteria including the scope of services to be provided, specific requirements, information to be provided, fee structure and supporting documentation.
- 2.4 This is an electronic quotation and submission is required through the Electronic Tender Box on NSW Department of Commerce Western Sydney Regional Organisation of Councils (WSROC) eTendering web page <http://www.tenders.nsw.gov.au/wsroc>.
- 2.5 The lowest or any quotation will not necessarily be accepted and late quotations will not be accepted.

3. Scope of Services

- 3.1 The contract will comprise of a total of twenty five (25) weeks work commencing on Monday 12 May 2008 and ending 30 October 2008.
- 3.2 The services required include:
 - 3.2.1 Completion of a best practice review.
 - 3.2.2 Creation of a risk decision matrix.
 - 3.2.3 Development of an industrial audit framework .
 - 3.2.4 Development of an industrial auditing database.
- 3.3 To complete the best practice review consultants shall:
 - 3.3.1 Investigate other industrial audit frameworks employed by other government agencies or auditing bodies and conduct an analysis of these frameworks including:
 - objectives;
 - structure including type of program, number of staff employed, cost et cetera;
 - pitfalls and successes;
 - program outcomes;
 - linkages to other Council programs and project such as water quality monitoring, State of Environment Reporting et cetera; and
 - any other relevant elements of the framework.
 - 3.3.2 Prepare a discussion paper based on the findings and provide best practice recommendations for objectives, audit protocol, database development and future direction of environmental industry audit programs.
 - 3.3.3 Submit a draft of the discussion paper to Council for review and provision of comment.
 - 3.3.4 Meet with Council at Council's main administration building to discuss the findings of the draft discussion paper.
 - 3.3.5 This best practice review shall be preliminary in nature.
- 3.4 To create a risk decision matrix the Consultant shall:
 - 3.4.1 Create a decision matrix and associated criteria for an environmental risk rating for industrial businesses, for example businesses with a high risk rating may include a business with activities that pose a high risk to the environment, or be located next to a waterway.
- 3.5 To develop the industrial audit framework the Consultant shall:

- 3.5.1 Identify the legislative and compliance requirements of industrial businesses and Council.
- 3.5.2 Develop or identify relevant guidelines that will facilitate the audit process such as inspection checklists, interview protocols and a user guide for auditors.
- 3.5.3 Identify each audit type and provide a framework for decision making to assist in assigning audit types to a business or audit program. For each audit type the criteria (what should exist), the condition (what does exist), the cause (why it exists) and the effect (the impact of the difference).
- 3.5.4 Identify appropriate objectives, criteria, scope, timetable, roles and responsibilities, allocation of resources and appropriate standards/guidelines for each audit type including:
- objectives;
 - audit timing;
 - site access requirements (theoretical);
 - pre audit (including planning and preparation for the audit, collecting background information, compiling checklists and notifications where appropriate et cetera);
 - onsite activities (conducting an opening meeting, collecting audit information, observations and interviews, sampling and conducting a closing meeting where appropriate);
 - post audit activities (evaluating audit evidence, compiling a compliance audit report, developing a follow up action program and conducting a regular review);
 - a review of audit findings.
- 3.5.5 Identify the following requirements in relation to data collection and management:
- identify the data management requirements for each audit type such as audit information that should be collected and methods for collection (for example assessing the level of knowledge of employees of their environmental responsibilities by conducting personal interviews in a controlled environment, assessing the level of environmental controls in place and assessing the level of environmental risk posed by activities);
 - identifying the data requirements and requirements for record maintenance such as sampling and analysis of physical media, sampling of documents, recording of activities, photography and recording observations; and
 - identifying tools and systems required to conduct an auditing program such as database, hand held devices, cameras etc.
- 3.5.6 Identify the quality assurance and quality control requirements including data collection and management (for example data entry), verification of audit evidence and findings as well as the method of assessment.

- 3.5.7 Include requirements for regular auditing, tracking or follow up requirements, corrective actions and any other associated actions and data requirements.
- 3.5.8 Provide a rationale for reaching reliable and reproducible audit conclusions for example evidence based approach; and
- 3.5.9 Develop a ranking/grading system for audit findings such that serious findings that require immediate attention are identified and provide linkages to the risk decision matrix developed. For example an industrial business may undertake a number of activities which present a low environmental risk however, the business may also undertake an activity that presents a high environmental risk, the controls employed to mitigate this high risk will largely determine whether the business as a whole presents a low, medium or high environmental risk;
- 3.5.10 Ensure that any ranking/grading system developed identifies strategies for common issues. For example, an industrial business with a high environmental risk may require a shorter time period between inspections that a low risk business or a high risk activity that results in the issuing of a notice may require corrective actions, follow up within a certain time period to ensure a notice has been complied with and educating the business on best practice for the main areas of concern.
- 3.5.11 Identify the following requirements in relation to human resource management:
- occupational health and safety issues and provide for occupational health and safety issues and risk management protocols in the context of Council's current policies and procedures;
 - privacy requirements and protocols to preserve the integrity of the audit process in the context of Commonwealth and NSW legislation as well as Council's current policies and procedures;
 - requirements pertaining to conflicts of interest to ensure independence/objectivity of the auditing process in the context of Council's current policies and procedures; and
 - staff requirements including knowledge, required certification and/or qualifications, ethical conduct, personal attributes and any other relevant skills. Whilst Council has policies for ethical conduct, the requirements should relate to best practice industry standards and also identify recommended ethical conduct for the staff of the business being audited whilst an inspection is being undertaken. This may, for example, be issued and explained to the business upon initial inspection so both parties are aware of their responsibilities through the audit process.
- 3.5.12 Identify the following in relation to links to other programs:
- audits conducted and/or data collected outside the scope of the industrial audit program such as pollution complaints, industry education programs, water quality monitoring

programs or litter and gross pollutant audits or maintenance and link to Council's State of Environment Reporting process; and

- Council's existing complaints procedures to ensure they contain appropriate protocols for recording complaints such as requirements for how complaints are documented and handled. In this review, identify gaps that may impact on the delivery of the industrial auditing program developed and make recommendations for improvement.

3.5.13 Identify the most suitable industrial audit database framework for Council's existing processes and computer systems. The consultant will not be required to develop the database, instead will be required to review existing processes and provide Council with recommendations.

3.5.14 Submit a draft of the audit framework for review and provision of comment. The consultant shall amend (if required) and provide a final copy of the discussion paper to Council.

3.5.15 Meet with Council at Council's main administration building to discuss the findings of the draft audit framework.

3.7 The timeline for completion of works is provided in Table 2.

Table 2 Timeline for completion of works

Activity	Finish Date
Initial meeting	15 May 2008
Submission of draft discussion paper	17 July 2008
Meet with Council to discuss findings of the draft discussion paper	31 July 2008
Submission of final discussion paper (providing two weeks for Council comment and two weeks for amendment by the Consultant)	14 August 2008
Submission of draft audit framework	2 October 2008
Meet with Council to discuss findings of the draft audit framework	16 October 2008
Submission of final audit framework (providing two weeks for Council comment and two weeks for amendment by the Consultant)	30 October 2008

3.23 Further details are provided in the RFQ.