Kambu Aboriginal and Torres Strait Islander Corporation for Health

CLEANING SERVICES

Request for Information (RFI)

Document control	Details
Organisation	Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health)
Document	Cleaning Services Request for Information
Tender	Cleaning Services Tender
Tender reference	T-100-2026
Version	1.0
Status	Approved – Office of the Deputy Executive Corporate Services
Prepared by	Chris Perera, Corporate Services
Tender contact	BusinessServices@kambuhealth.com.au (07) 3810 3000
RFI released	Wednesday 25 November 2026
RFI closes	2 pm Wednesday 9 December 2026
Responses to	BusinessServices@kambuhealth.com.au

1. Purpose of this RFI

Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) is planning to go to market for cleaning services across seven (7) sites. Before we release the Request for Tender (RFT), we would like to hear from cleaning providers about their capacity, experience and pricing, and about anything in our requirements that could be clearer or fairer.

This RFI is **market sounding only**:

- responses are not binding on you or on Kambu Health
- no one will be shortlisted or excluded because of an RFI response, or for not responding
- responses will not be scored, and will not be used to evaluate tenders
- the RFT will be advertised publicly on Wednesday 16 December 2026 and will be open to all suitably qualified providers.

We will use what we learn to improve the RFT documents before they are released.

2. About Kambu Health

Kambu Health is an Aboriginal Community Controlled Health Organisation that has served the Ipswich, West Moreton and Lockyer Valley communities since 1976. We deliver primary health care,

social and emotional wellbeing, child and family, and community programs from sites in Ipswich and Laidley. Our model of care is designed by and for community: Our People - Our Community - Our Health - Our Way.

Aboriginal and Torres Strait Islander owned businesses and local businesses are strongly encouraged to respond.

3. What We Are Planning to Buy

3.1 Sites and lots

Site	Lot	Planned frequency
Ipswich Children and Family Centre, 85 Lobb Street, Churchill QLD 4305	Lot 1	3 days/week
Ipswich Clinic (head office), 27 Roderick Street, Ipswich QLD 4305	Lot 1	6 days/week
3 Wharf Street (Ground Floor), Ipswich QLD 4305	Lot 1	3 days/week
3 Wharf Street (Level 2, Suite 2), Ipswich QLD 4305	Lot 1	3 days/week
Amaroo Early Learning and Development Centre, 4 Madden Street, Silkstone QLD 4304	Lot 1	5 days/week
Family Wellbeing Service, 1 and 3/155 Patrick Street, Laidley QLD 4341	Lot 2	3 days/week
Laidley Clinic, 164 Patrick Street, Laidley QLD 4341	Lot 2	6 days/week

Providers will be able to tender for Lot 1 (Churchill, Ipswich and Silkstone), Lot 2 (Laidley) or both.

3.2 Scope summary

The scope covers:

- routine cleaning of offices, meeting rooms, reception, toilets, showers and washrooms
- kitchens and lunchrooms, including microwave interiors and dishwasher door exteriors at each service, and cupboard doors, kitchen surfaces and the main kitchen exhaust/rangehood at least twice per week
- children's play areas, toys and baby change facilities
- clinical areas at the Ipswich and Laidley clinics, cleaned to a clinical standard based on the *Australian Guidelines for the Prevention and Control of Infection in Healthcare*
- periodic and deep cleaning, and ad hoc services such as spill response and outbreak cleaning.

3.3 Key requirements

- Every cleaner, including relief staff, will need a current National Police Certificate and a current Queensland Blue Card before starting.

- Cleaners will complete Kambu Health's cultural safety induction and comply with our child safe policies.
- Clinical waste and sharps are excluded and must not be handled by cleaners.
- Hospital-grade disinfectants and a colour-coded cleaning system will be required in clinical areas.
- Monthly KPI reporting, joint audits and a three (3) month performance review.
- Contract term:TBD.

3.4 Site inspection

During the RFT period, Kambu Health will hold a full site inspection of all seven (7) sites, on Tuesday 12 January 2027 (Lot 1) and Wednesday 13 January 2027 (Lot 2), so tenderers can see every room type and price accurately. There is no site inspection during the RFI.

4. Indicative Timeline

Activity	Date and time (Brisbane time)
Request for Information (RFI) released	Wednesday 25 November 2026
RFI responses close	2 pm Wednesday 9 December 2026
Request for Tender (RFT) released	Wednesday 16 December 2026
Site inspection registrations close	2 pm Friday 8 January 2027
Site inspection, Lot 1 (Churchill, Ipswich and Silkstone)	Tuesday 12 January 2027
Site inspection, Lot 2 (Laidley)	Wednesday 13 January 2027
Questions close	2 pm Friday 22 January 2027
Final addendum issued (if needed)	By Wednesday 27 January 2027
Tender closes	2 pm Friday 5 February 2027
Evaluation and checks	February to early March 2027
Award approval	March 2027
Services start	March 2027

5. Questions for Respondents

Please answer as many of these questions as you can, using the response form in section 7. Short answers are fine. You do not need to answer every question.

1. **Your business.** Business name, ABN, location of your operating base, and number of cleaning staff. Is your business Aboriginal and/or Torres Strait Islander owned? If so, how is this verified (Supply Nation Certified or Registered, or Black Business Finder)?
2. **Capacity.** Which lot(s) could you service? Could you meet six (6) day per week services at the Ipswich and Laidley clinics? What lead time would you need to start?

3. **Experience.** Tell us about your experience in healthcare or clinical settings and in areas used by children (play areas, toys, baby change facilities).
4. **Consumables.** Would you prefer Kambu Health to supply consumables (paper towel, soap, toilet tissue, bin liners, hand hygiene products), or to supply them yourself? How would each option affect your price and service?
5. **Indicative price.** What indicative annual price range would you expect for each lot? This is non-binding and helps us check our budget.
6. **Insurance.** What level of public liability insurance do you hold?
7. **KPIs and response times.** Are the KPIs workable for you, including fixing clinical area defects within 2 hours and urgent call-outs within 2 hours (Lot 1) and 3 hours (Lot 2)?
8. **Scope and frequencies.** Is anything in the scope unclear or likely to add cost? In particular: cupboard doors, kitchen surfaces and the main kitchen rangehood at least twice per week, and microwave interiors and dishwasher door exteriors at each service. How often would you recommend cleaning toys, children's play areas and baby change facilities?
9. **Site information.** What site information would help you price accurately (for example floor areas, floor types, room counts, opening hours, access)? Is a two (2) day site inspection workable for you?
10. **Screening.** Can every cleaner hold a National Police Certificate and a Blue Card before starting? How long does this usually take for new staff?
11. **Barriers and partnering.** Is there anything that would stop a small, local or Aboriginal and/or Torres Strait Islander business from tendering? Would you consider a joint venture or subcontract with an Aboriginal and/or Torres Strait Islander business?

6. How to Respond

- Email your response to BusinessServices@kambuhealth.com.au by 2 pm Wednesday 9 December 2026, with "Cleaning Services RFI" in the subject line.
- Send any questions about this RFI to the same email address. We will share answers that matter to everyone with all respondents, without naming who asked.
- Do not contact other Kambu Health staff or Board members about this RFI or the coming tender.

6.1 RFI conditions

- This RFI is not an offer, a tender or a request for tender, and does not create any contract or obligation.
- Kambu Health may use the information you provide to finalise the RFT. Responses will be treated as confidential.
- You are responsible for your own costs of responding.
- Kambu Health may change or end this process at any time.

7. RFI Response Form

Business name	
ABN	
Contact name, position, phone and email	
Operating base(s)	
Lot(s) of interest	☐ Lot 1 ☐ Lot 2 ☐ Both

Question 1
Response:

Question 2
Response:

Question 3
Response:

Question 4
Response:

Question 5
Response:

Question 6
Response:

Question 7
Response:

Question 8
Response:

Question 9
Response:

Question 10
Response:

Question 11
Response:

Thank you for your interest in working with Kambu Health.