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| Logo | **Business name**  Ph/Fax: **61 7 3276 1577**P O Box 5014 Email sales@rac.net.auALGESTER Queensland 4115Australia  |

Proposal for the Provision of Air Conditioning

 Services

For

 **Prospective client’s name here**

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Provision of Air Conditioning & Electrical Services

To Client name

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Prepared by:

**Mrs Kim Randall**

Director

Business name

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| 1 | Summary of Requirements |

Provision of Air Conditioning Services

To Client name

# Overview

Client name provide prestigious accommodation within close proximity to Brisbane CBD.

Client name Apartments comprise of 1 & 2 bedroom apartments, consisting of 76 apartments in total.

This proposal relates to the provision of quarterly preventative and annual maintenances of air conditioning services to all 76 apartments and offices, located at Manly, Brisbane, Queensland.

This proposal is scoped to include only quarterly preventative and annual maintenance services to all 76 Client name and offices. Cooling Tower, associated cooling tower equipment, break downs, installations and other air conditioning services can be provided by Business name if required; and the company would be pleased to have the opportunity to submit a proposal in that regard in due course.

# Client Briefing

Client name Resident Manager, Mr. Name met with Business name Operations Manager, Mr. Grant Randall to discuss Client name’s quarterly preventative and annual maintenance needs for air conditioning and electrical.

Client name currently have no quarterly preventative or annual maintenance programs in place.

Quarterly preventative and annual maintenances will reduce the likelihood of breakdowns, increase A/C unit performances, reducing ongoing repair costs. It is noted that with no maintenance programs in place A/C units are at risk of high breakdown costs and are more expensive to run as units are not operating at peak performance.

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| 2 | Proposal Scope |

Provision of Air Conditioning Services

To Client name

# Scope of proposed services

This proposal relates to the provision of quarterly preventative and annual maintenances of air conditioning services to all 76 apartments and offices, located at Manly, Brisbane, Queensland.

Business name Staff will undertake the following services:

*Quarterly Preventative Maintenance Services*

* Cleaning of filters (Chemically if required) using biodegradable, environmentally friendly citrus based products.
* General assessment of A/C units and current running performance of A/C units
* Diagnose faults, reporting to Residential Managers
* Submit quotes on repairs of faults diagnosed to the Residential Managers

*Annual Preventative Maintenance Services*

* Cleaning of evaporator (Chemically) using biodegradable, environmentally friendly citrus based products.
* Flushing of A/C drain
* Checking compressor amps, discharge and suction pressures
* Checking control operation of A/C unit
* Checking associated electronics
* Diagnose faults, reporting to Residential Managers
* Submit quotes on repairs of faults diagnosed to the Residential Managers

# Service standards

Selection Criteria

Through its rigorous recruitment, reference checking and orientation processes, Business name will ensure that each staff member appointed addresses the high standards required by Client name. Each Refrigeration & Air conditioning Technician will hold a current Trade Certificate in Air conditioning and Refrigeration.

Business name rigorously ensure Refrigeration & Air conditioning Technicians also hold the following licenses as required by law;

* Restricted Electrical Ticket
* Refrigerant Handling License
* First Aid Certificate in Cardiopulmonary Resuscitation
* Business name only employs experienced personnel, whose training and expertise provide exceptionally high levels of professional Refrigeration, Air conditioning services.

Staff Performance

Business name trades people are trained in Business name Code of Conduct; and are aware that their ongoing employment is dependent upon its application to their daily activities. They are well aware of; and accommodate, the need to provide the highest level of service and maintain excellent customer communication skills.

Equipment

Business name will supply all equipment/tools necessary to complete the quarterly and annual maintenance services.

Documentation and Record-keeping

Business will provide:

* Checklist forms
* Fault Report Forms
* Repair Quotes

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| 3 | Special Considerations and Recommendations |

Provision of Air Conditioning Services

To Client name

# Current Assessment

A current assessment has been conducted by Business name Operations Manager, Mr. Grant Randall, prior to the preparation of this proposal. The Preliminary assessment is as follows:

**To avoid customer expense due to unnecessary breakdowns:**

* Immediate implementation of annual preventative maintenance services to existing A/C units. As A/C units age inevitably breakdowns will occur, however regular maintenance services will help to reduce the frequency of breakdowns occurring
* Initial implementation of quarterly preventative maintenance services to existing A/C units. As with the above A/C unit’s age inevitably breakdowns will occur, however regular maintenance services will help to reduce the frequency of breakdowns occurring.
* Annual maintenances ensure existing and new unit purchase warranties remain valid in the event of any claims. Proof of annual service by a qualified tradesperson is typically requested when making a claim to product manufactures.
* Quarterly and annual maintenances will also ensure A/C units are operating at peak performance, providing quality cooling/heating and reducing power consumption.
* Reduction in callout fees due to unnecessary breakdowns

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| 4 | Fees and Return on Investment |

Provision of Air Conditioning Services

To Client name

# Fees

As discussed, Client name’s focus is upon a professional and effective quarterly. annual preventative maintenance service, with a long-term commitment to Client name undertaken by each Business name staff member. These requirements mirror Business name’s operating philosophy of providing high quality, personalized service to each of its valued clients.

**Air conditioning**

Business name is keen to develop a long-term professional relationship with Client name; and consequently is delighted to offer a discounted fee of $00.00 inclusive of GST per A/C unit with a minimum of (10) Ten A/C unit’s per visit for the provision of a professional, quarterly preventative maintenance service to Client name.

Business name is pleased to offer a discounted fee for annual preventative maintenance at $000.00 inclusive of GST per A/C unit with a minimum of (3) three A/C unit’s per visit for the provision of a professional, annually preventative maintenance service to Client name.

 A callout fee of $00.00 in GST & minimum 1 hour labor fee of $00.00 inc GST will apply in the event of maintenance services not meeting the required A/C units’ minimum on a given maintenance visit as stated above.

Accordingly, this fee will also include all employment on-costs related to Business name staff.

No callout fees will apply to service maintenances.

It is proposed that this fee is valid for 12 months from the commencement of service at Client name and will include:

* All pre-employment services resulting in the provision to Client name of appropriately licensed experienced and well trained trades’ people to carry out quarterly and annual preventative maintenances.
* The supply to trades personnel of Occupational Health & Safety training & documentation
* On completion of individual A/C unit’s quarterly and annual services a comprehensive written checklist assessment of each A/C unit’s performance submitted to the Residential Managers.
* Ongoing liaison with Client name Managers by senior Business name staff, to ensure customer satisfaction.
* Ongoing review of each trade person’s compliance with Client name’s standards and requirements by Business name Operations Manager, Grant Randall.

Business name suggests that at the conclusion of its 12month service, a formal performance review be undertaken and a further 2 year contract be negotiated, taking into account quality factors, current market rates and Trade Award increases.

# Return on Investment

Business name is an Air conditioning & Refrigeration services provider with a difference; which is reflected in the returns on investment enjoyed by its clients.

Established by Grant & Kim Randall in 2003, Business name is a family operated business committed to providing its clients with proven highly experienced, well-trained, disciplined and efficient personnel in the most cost-effective manner.

The Business name team has successfully provided Air conditioning & Refrigeration solutions to many individuals and companies throughout South East Qld. The company’s expertise spans diagnostics, repairs, installation and maintenances of commercial refrigeration & air conditioning through to domestic air conditioning diagnostics, repairs, installation and maintenances.

The Business name team has over 20 years of operational and management experience in Refrigeration and Air conditioning, sales, service, diagnostics and installation services.

In safeguarding its clients’ personnel, property, assets and information, Business name provides the following points of difference:

* Business name is and will always remain 100% Australian, family owned and operated
* Business name supports the highest standards of ethical conduct
* Business name has a resource library of industry-related policies, procedures, standards and guidelines which are freely available to assist client decision-makers. The company can also tailor services and products to address client needs, if a more specific approach is required.
* Business name continually updates its staff training programs, to ensure its clients benefit from the highest of standards.
* Business name supplements its personalized services by providing tailored solutions
* Business name maintain a $20 million public liability insurance cover

Business name’s staff training packages include:

* OH&S Inductions
* Risk Management
* Senior First Aid
* Workplace Conflict Management

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| 5 | Disclaimer |

Provision of Air Conditioning Services

To Client name

# Disclaimer

This proposal is presented in accordance with the standard terms and conditions outlined in the Business name contract.

Deviation from those terms and conditions is dependent upon executive approval from Business name .

**Copyright**

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Business name **Property**

All products remain the property of Business name until paid in full.

**Exclusions**

This proposal is for annual and quarterly maintenance services only and excludes callout fees for breakdowns not occurring or diagnosed during proposed maintenance services. Also excludes repairs, breakdowns and all other areas of work not associated with the maintenances proposed.

Excludes parts and associated labor, which will be charged at appropriate rates, quotes will be submitted to Bridgeport Apartment’s Residential managers for approval prior to any work being carried out.