



ATTACHMENT A

Australian Embassy in Hanoi Terms of Reference – Cleaning Service for Embassy Compound

Background

The Australian Embassy in Hanoi requires a Hanoi based contractor to provide daily cleaning services at the Australian Embassy Compound.

Objective

To ensure the Australian Embassy Compound are maintained to an acceptable standard, and in a timely and cost effective manner.

Statement of Requirement

Cleaning services will be provided at the Australian Embassy Compound, 8 Dao Tan Street, Ba Dinh District, Hanoi. The services provided must comply with the following requirements:

- **Service areas**
 - Outside areas:
 - Gates & security guard houses including arwnings
 - Front courtyard and motorbike parking area: 600m²
 - Rear courtyard: (excluding swimming pool)
 - Bar area include toilet, gym, kitchen ...: 150m²
 - Garbage area including waste trolleys, bins
 - Outdoor pavilions (2) including toilets
 - Boundary wall
 - Inside areas:
 - Basement: 580m²
 - Ground floor: 650m²
 - 1st floor to 3rd floor: office area 700m²/floor
 - Staircases, lift
 - Toilets, kitchens in each floor
 - Total area of carpet floor: 2,386m² (vacuum only)
 - Total area of wall and windows, glass: 430m²
 - Total area of granite floor: 230m²

- Residential areas:
 - Apartment public areas: corridor, staircase, lift, basement including toilets
- To ensure all the mentioned service areas are kept clean and in good condition all the time

Duration and Phasing

The cleaning service would be ongoing for a ten month period from 1 September 2016 to 30 June 2017. Work hours will be Monday-Friday 0830-1700.

Specification of the team

The team should include a Team Leader and will:

- Possess Australian or Vietnamese certified qualifications in cleaning, or other applicable trades;
- The Company have fully security responsibility for the Team's personnel
- Experience working in Hanoi, including sourcing quality materials and achieving value for money; and
- Able to work to the Australian Embassy's security standards.

Risks

Nil.



ATTACHMENT B

Australian Embassy in Hanoi Statement of Requirement

The Australian Embassy in Hanoi requires a Hanoi based contractor to supply the daily cleaning service during the year. The work will be done in the Australian Embassy Compound, 8 Dao Tan Street, Ba Dinh District, Hanoi.

The following details are provided:

Comprehensive details of the roles and responsibilities of the contractor

Identifying and engaging appropriately qualified personnel

- The contractor selected to provide the services are to provide, at a minimum, a Project Manager, team leader and relevant associated staff.
- The skills, qualifications and experience will need to include the following:
 - Australian or Vietnamese certified qualifications in qualifications in cleaning;
 - Experience required in working in Vietnam, sourcing quality materials and achieving value for money.

Managing preparation and briefing of personnel

- The contractor selected will need to ensure that all personnel are fully prepared for the task required and that they are appropriately briefed on commencement, during the working duration, and upon completion of the project.

Furnishing of goods required to a particular specification/standard

It is proposed that the Australian Embassy's chancery, residence and outside areas always being kept clean and in good order.

Meeting quality assurance obligations

- The contractor is to ensure that they meet all quality assurance obligations, which includes, but not limited to:
 - Be subject to random reviews from the host organisation, the Australian Embassy in Hanoi;
 - Provide appropriate documentation, if requested, confirming certifications, qualifications and insurance.

Regular and effective communication with stakeholders/reporting and liaison requirements

- The contractor is to ensure that all the working relating issues need to be updated regularly to Australian Embassy during the contract time.
- Any changes on staff authorised to worked in Australian Embassy need to be reported as soon as possible

Requirements for any travel of site visits

Not applicable. All work to be done on site.

Complying with requirements relating to financial management, audit and asset management

- The contractor is to provide invoices which can be used for VAT claim purposes in the Socialist Republic of Vietnam.

Ensuring appropriate risk management and quality control procedures are in place

- The contractor is to ensure that internal risk management and quality control procedures are in place to ensure the delivery of the project within cost and on time. The contractor is to outline the internal risk management and quality control procedures to the Australian Embassy in Hanoi, if requested.

Comprehensive details of key deliverables

- Key deliverables include:
 - Daily cleaning service for 10 months from 1 September 2016 to 30 June 2017; Working hours are 830am-5pm, Monday-Friday
 - Completing the service to a standard as specified in the terms of reference.
- The specific key deliverables will be determined by the contractor with reference to the time frame specified.



Commonwealth of Australia

DFAT Request for Quote

Request for Quotation		
1	RFQ Title	<i>Cleaning Service for Australian Embassy in Hanoi</i>
2	RFQ Issue Date	<i>24 August 2016</i>
3	Requirement	The [Services] to be delivered are detailed in the attached Terms of Reference and Statement of Requirement.
4	Specifications:	<i>The specifications are detailed in the attached Terms of Reference and Statement of Requirement.</i>
5	Schedule	The [Services] to be delivered are detailed in the attached TOR.
6	Delivery Location	Australian Embassy in Hanoi, 8 Dao Tan Street, Ba Dinh District, Hanoi
7	Contractor Personnel	The [Services] are to be delivered by Contractor Personnel as specified in the Attached TOR and Statement of Requirement.
8	Security	Security Requirements The Respondent must, and must ensure that Specified Personnel comply with: <ul style="list-style-type: none">(a) DFAT's Security Instructions; and(b) any directions issued by DFAT in relation to security.
9	Reimbursable Costs	N/A

10	Evaluation Methodology	<p>DFAT will conduct a technical assessment of suppliers' proposals based on the following criteria:</p> <ol style="list-style-type: none"> 1. <i>The Organisational Capacity of the Supplier to deliver the Services</i> – Weighting 50%: The organisation must be able to demonstrate that it has the resources to complete the project within cost and on time, as per the Terms of Reference and Statement of Requirement. 2. <i>The relevant expertise, qualifications and experience of the proposed Personnel to perform the Services to a satisfactory standard</i>] – Weighting 25%: The organisation must demonstrate that it has the technical skills and qualifications necessary to complete such a project. 3. <i>The Supplier's past experience in successfully providing services in the relevant category of Services</i>] – Weighting 25%: The organisation must demonstrate that it has past experience in working with diplomatic organisations and completing work as specified in the Terms of Reference to an acceptable standard. <p>Following the technical assessment of quotes, DFAT will undertake a price assessment of the quotes submitted by suppliers to determine the most cost effective proposal.</p> <p>DFAT will then undertake an overall value for money assessment to identify a preferred supplier.</p>															
11	Quote Format	<p>The Quote must be provided in the following format:</p> <p><u>Technical Proposal</u></p> <ul style="list-style-type: none"> • A proposal of no more than 10 pages individually addressing each of the selection criteria detailed above; and • A CV of no more than 4 A4 pages for all Contractor Personnel nominated in the Quote. <p><u>Price Proposal</u></p> <p>A price proposal to be submitted in the following format:</p> <table border="1" data-bbox="496 1391 1259 1686"> <thead> <tr> <th>Task</th> <th>Milestone</th> <th>Price (VAT exclusive)</th> <th>VAT</th> <th>Total Price (VAT inclusive)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2">Total</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Task	Milestone	Price (VAT exclusive)	VAT	Total Price (VAT inclusive)						Total				
Task	Milestone	Price (VAT exclusive)	VAT	Total Price (VAT inclusive)													
Total																	
12	Closing Time	1700 hours on 31 August 2016															
13	Quote Lodgement	<p>Please submit Quotes and any questions by email to:</p> <p>Contact Officer: Tran Thi Lan Anh</p> <p>Email Address: lananh.tran@dfat.gov.au</p>															

1. Quote Conditions

Quotes are subject to the Conditions outlined below. Potential suppliers must submit offers on the form provided with all details provided in English and with prices quoted in a single currency.

2. Quote Lodgement

DFAT will grant extensions to the Closing Time only in exceptional circumstances and, if granted, will apply equally to all potential suppliers. DFAT will not consider any quotes received after the Closing Time specified in the RFQ unless DFAT determines in its sole discretion that it has caused or contributed to the failure to lodge by the Closing Time.

The quote must be lodged as set out in "Quote Lodgement" in the RFQ.

3. Validity

Quotes must remain open for acceptance for 60 calendar days from the Closing Time.

4. Alterations

DFAT may decline to consider a quote in which there are alterations, erasures, illegibility, ambiguity or incomplete details.

5. Inconsistencies

If there is inconsistency between any of the parts of the RFQ the following order of precedence shall apply:

- (a) RFQ;
- (b) Terms of Reference;
- (c) these Quote Conditions;

so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

6. Amendments and Queries

DFAT may amend, or clarify any aspect of the RFQ prior to the RFQ Closing Time by issuing a formal amendment to the RFQ in the same manner as the original RFQ was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.

Any queries regarding this RFQ should be directed to the Contact Officer identified in the RFQ.

7. Clarification

DFAT may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their quotes. In doing so, the DFAT will not allow any potential supplier to substantially tailor or amend their quote.

8. Confidentiality of Potential Supplier Information

In their quote, potential suppliers must identify any aspects of their quote that they consider should be kept confidential, with reasons.

Potential suppliers should note that DFAT will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that DFAT has the right to disclose the information contained in their quote.

9. Alternatives

Potential suppliers may submit quotes for alternative methods of addressing DFAT's requirement described in the RFO where the option to do so was stated in the RFQ or agreed in writing with DFAT prior to the RFQ Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material

If the RFQ references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their quote.

11. Price Basis

Prices quoted must be provided as a fixed maximum price and show the GST exclusive price, the GST component and the GST inclusive price.

The Contract Price must be inclusive of GST and all other taxes, duties (including any customs duties) and any government charges imposed or levied in Australia or overseas. The Contract Price, which must include any and all other charges and costs, will be the maximum price payable by the DFAT for the Goods and/or Services.

12. Evaluation

DFAT will evaluate quotes in accordance with the Commonwealth Procurement Rules and this RFQ to determine the best value for money outcome for DFAT. DFAT will notify unsuccessful suppliers of the final decision following award of a contract and suppliers may request a debriefing following the award of a contract.

13. Financial information

If requested by DFAT, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as

a provider of the Goods and/or Services over the term of any agreement.

If requested by DFAT, the potential supplier must promptly provide DFAT with such information or documentation as DFAT reasonably requires in order to evaluate the potential supplier's financial stability.

14. Referees

DFAT reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

15. Reporting Requirements

Potential suppliers acknowledge that DFAT is subject to legislative and administrative accountability and transparency requirements including disclosure to Parliament and its Committees.

Without limiting DFAT's right to disclose other information, for any contracts awarded, DFAT will publicly disclose the supplier's name, postal address and a range of details about the Contract, including contract value and the names of any subcontractors engaged in respect of the Contract.

Potential suppliers should also note the requirements of the *Freedom of Information Act 1982*.

16. Unpaid Employee Entitlements

Potential suppliers acknowledge that the DFAT will not contract with a potential supplier where it or a proposed subcontractor has a judicial decision against it (excluding decisions under appeal) relating to unpaid employee entitlements where the entitlements remain unpaid.

17. Conflict of interest

Potential suppliers must notify DFAT immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised).

18. Collusion and Unlawful Inducements

Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their quote or the RFO process.

Potential suppliers must disclose where quotes have been compiled with the assistance of current or former DFAT employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their quote from consideration.

19. DFAT's Rights

DFAT, at its discretion, may discontinue the RFQ; decline to accept any quote; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a Quote; satisfy its requirement separately from the RFQ process;

terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate quotes as DFAT sees appropriate; and negotiate with any one or more potential suppliers.