



Commonwealth of Australia

<b>Department of Foreign Affairs and Trade</b>																				
<b>Request for Quote (RFQ)</b>																				
<b>1</b>	<b>RFQ Title</b>	Cleaning Services at the Australian Embassy Phnom Penh																		
<b>2</b>	<b>RFQ Issue Date</b>	8 November 2017																		
<b>3</b>	<b>Requirement</b>	<p>The Australian Embassy Phnom Penh is interested in seeking a professional, qualified and experienced cleaning service company that can supply an appropriate number of cleaners on a daily basis to keep the Australian Embassy in a clean and tidy condition. The successful tenderer will need to provide an experienced and professional supervisor, daily cleaning staff, supply of all cleaning tools and equipment and all cleaning chemicals.</p> <p>Cleaning services required are as set out in Schedule 1</p>																		
<b>4</b>	<b>Specifications:</b>	<p>The cleaning services must be provided by: 4 cleaners (1 supervisor and 3 cleaners). The supervisor must have the relevant background and experience and be able to communicate in English.</p> <p>All cleaning personnel are to be competently trained with appropriate skills and training and wear a uniform.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: center;">Quantity</th> <th style="text-align: center;">Total</th> </tr> </thead> <tbody> <tr> <td>staff working daily on-site</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td>supervisor to supervise the site.</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Safety clothing and uniforms for staff</td> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> </tr> <tr> <td>All cleaning materials</td> <td style="text-align: center;">As required</td> <td style="text-align: center;">As required</td> </tr> <tr> <td>All cleaning equipment including vacuum cleaners</td> <td style="text-align: center;">As required</td> <td style="text-align: center;">As required</td> </tr> </tbody> </table> <p>Permanently allocated equipment to support the services provided as set out in Schedule 1 must be in a new and good working condition at the commencement of the contract.</p>	Item	Quantity	Total	staff working daily on-site	3	3	supervisor to supervise the site.	1	1	Safety clothing and uniforms for staff	4	4	All cleaning materials	As required	As required	All cleaning equipment including vacuum cleaners	As required	As required
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5	<b>Schedule</b>	<p>An indicative timetable for the conduct of this RFQ process is described below.</p> <table border="1" data-bbox="539 383 1299 994"> <tr> <td data-bbox="539 383 956 734"> <p>This timetable may be amended by DFAT from time to time. Any amendments will be notified to all Respondents by being published on the Embassy website at <a href="http://cambodia.embassy.gov.au/">http://cambodia.embassy.gov.au/</a></p> <p>Issue of RFQ</p> </td> <td data-bbox="956 383 1299 734">8 November 2017</td> </tr> <tr> <td data-bbox="539 734 956 801">Briefing session (optional)</td> <td data-bbox="956 734 1299 801">16 November 2017</td> </tr> <tr> <td data-bbox="539 801 956 869">Closing date for submissions</td> <td data-bbox="956 801 1299 869">30 November 2017</td> </tr> <tr> <td data-bbox="539 869 956 936">Notifications to tenderers</td> <td data-bbox="956 869 1299 936">15 December 2018</td> </tr> <tr> <td data-bbox="539 936 956 994">Commencement of Contract</td> <td data-bbox="956 936 1299 994">1 January 2018</td> </tr> </table>	<p>This timetable may be amended by DFAT from time to time. Any amendments will be notified to all Respondents by being published on the Embassy website at <a href="http://cambodia.embassy.gov.au/">http://cambodia.embassy.gov.au/</a></p> <p>Issue of RFQ</p>	8 November 2017	Briefing session (optional)	16 November 2017	Closing date for submissions	30 November 2017	Notifications to tenderers	15 December 2018	Commencement of Contract	1 January 2018
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6	<b>Delivery Location</b>	<p>The goods and services to be delivered and commenced at the Australian Embassy at #16B, National Assembly Street, Sangkat Tonle Basac, Khan Chamcarmon, Phnom Penh, Cambodia.</p>										
7	<b>Security</b>	<p>The successful Tenderer and all employees and subcontractors of the successful Tenderer who may be required to work at the Australian Embassy must meet the following requirements;</p> <ol style="list-style-type: none"> <li>a. provide a list of employees and subcontractors and copies of their ID cards</li> <li>b. attend and complete an Australian Embassy Security Briefing prior to or as soon as possible after the Commencement Date at the Contractor's cost</li> <li>c. notify The Australian Embassy of any changes and/or appointments of new employees and or subcontractors assigned for the job and provide copies of ID cards</li> <li>d. all employees and subcontractors must wear uniforms and ID card</li> <li>e. comply with any other security awareness requirements reasonably requested by The Australian Embassy</li> </ol> <p>The successful Tenderer and all employees and subcontractors of the successful Tenderer who may</p>										

		<p>be required to work at the Australian Embassy may be required to obtain an Australian Embassy security clearance at the cost of the Tenderer.</p> <p><b>Security requirements</b></p> <p>The successful Tenderer will be required to comply with:</p> <p>(a) the Commonwealth Protective Security Manual and The Embassy's Security Instructions;</p> <p>(b) any directions issued by The Embassy in relation to security.</p>
8	Reimbursable Costs	N/A
9	Evaluation Methodology	<p>DFAT will conduct a technical assessment of suppliers' proposals based on the following criteria:</p> <ol style="list-style-type: none"> <li>1. The Organisational Capacity of the Supplier to deliver the Services – Weighting 50 %: the assessment will be made based on the tenderer's capacity in handling and satisfying the tendered works requirements and standards. Tenderers are required to provide evidence of the capability to undertake the requested works.</li> <li>2. The relevant expertise, qualifications and experience of the proposed Personnel to perform the Services to a satisfactory standard – Weighting 35 %: the assessment will be measured based on the certificates of expertise and qualifications of the proposed personnel and their consecutive working experiences at least 2 years in performing to a satisfactory standard.</li> <li>3. The Supplier's past experience in successfully providing services in the relevant category of Services – Weighting 15 %: the assessment on this criteria will be measured based on the satisfactory references and background documentation declaring tenderers' previous technical experience and capability to perform the work required.</li> </ol> <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 quotation must include the following:</p> <ul style="list-style-type: none"> <li>• your full company name and company profile;</li> <li>• any trading or business name;</li> </ul>

		<ul style="list-style-type: none"> <li>• your business license</li> <li>• your registered office, principal place of business, place and date of incorporation and an outline of the company structure;</li> <li>• details of the proposal to enable the quotation to be fully assessed against the evaluation criteria, including information on: <ul style="list-style-type: none"> <li>(a) your proposed method of delivering the Services required under this RFQ;</li> <li>(b) details of your commercial, technical and financial capacity to perform any resultant contract; and</li> <li>(c) relevant similar experience of your organisation and the personnel proposed for the Services; and</li> </ul> </li> <li>• insurance details as required by the draft Contract;</li> <li>• the total contract price (on a firm price basis) and proposed payment arrangements, where payment arrangements must be in arrears and subject to measurable milestones and/or Australian Embassy accepting that the Services have been performed in accordance with the Contract; and</li> <li>• any other information that is considered to be of importance.</li> </ul> <p>Australian Embassy reserves the right to clarify any aspect of a quotation with you but has no obligation to do so.</p>
<b>12</b>	<b>Closing Time</b>	Thursday, 30 November 2017 at 1600.
<b>13</b>	<b>Quote Lodgement</b>	<p>Please submit Quotes and any questions by email to:</p> <p>Contact Officer: Savon Keo</p> <p>Email Address: Keo.Savon@dfat.gov.au</p>

# SCOPE OF WORKS – SCHEDULE 1

## CLEANING MAINTENANCE – Australian Embassy

### Working Arrangement

Daily Work	:	Monday – Friday
Time	:	08.00 – 17.00
Staff	:	3 Cleaners
		1 Supervisor

### All Chancery and Security Housing Areas:

#### Daily Maintenance:

- General Cleaning of all areas of general office
- Washing and clearing of sink including kitchen areas
- Cleaning of Public areas
- Cleaning of all bathrooms (internal and external) including Security guard houses

#### Regular Tasks :

- Cleaning of Refrigerators and Freezers monthly
- Cleaning of Recreation and BBQ area
- Cleaning of Security guard houses
- Scrubbing outside (front & entrance)
- Cleaning windows, doors, floor polishing & garage scrubbing.

#### A. Contractor's obligations

The contractor shall provide the following:

1. Manpower :
  - 3 staff working daily on-site and

- 1 supervisor to supervise the site.
2. Permanently allocated equipment include:
- a) All cleaning equipment including vacuum cleaners
  - b) All cleaning materials
  - b) Safety clothing and uniforms for staff.
3. Cleaning Materials:
- a) Details of all chemicals, detergents and products are to be provided to the Senior Office Manager for approval. Chemicals and products can only be used by the contractor once approval had been given by the Australian Embassy.
  - b) The contractor cannot swap or use any other chemicals or products without prior approval of the Embassy.

**B. Embassy's obligations**

The Embassy shall provide the following:

1. Water and Electricity supply,
2. Lockable store room for tools and equipment.

The Contractor is required to maintain all facilities provided by the Principal in a clean and tidy manner.

### **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 verbal 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.

### **21. Child Protection Policy**

Tenderers should note that the Child Protection Policy applies to this procurement.