

REQUEST FOR EXPRESSION OF INTEREST FOR:

Electrical Service and Maintenance

Request Number: EOI 02

Issued By: Townsville Aboriginal and Islander Health Service

Closing Time: 1700, 10th June 2016, Townsville, Queensland

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PART A: About this EOI process

Your organisation is to read and keep this part.

1.1 Background

Townsville Aboriginal and Islander Health Service (TAIHS) are undertaking an Expression of Interest (EOI) process to assist with planning for the Preferred Suppliers. Further information about the proposed services required can be found in 'Part B: Potential service requirements'.

1.2 How this EOI process works

The purpose of an EOI process is to allow TAIHS to gain preliminary information from Respondents regarding the service requirements set out in Part B and to determine the level of interest in the provision of such services for a Not-for-Profit (NFP) community service organisation.

This EOI process will provide information regarding the potential procurement of the services described in Part B, and invites prospective Respondents to submit an EOI. Respondents should be aware that TAIHS has discretion to proceed with the requirements in a manner that is different from that described in Part B, or may not proceed with the procurement of such services at all.

The Process Terms and Conditions (See T&C) document is a separate document that is deemed to be incorporated into this EOI Request. It sets out the terms and conditions associated with this EOI process and definitions of certain terms. **Please note that by lodging an EOI, your organisation will be deemed to agree to the *Process Terms and Conditions*.**

Overall, depending on the nature of the EOIs received, TAIHS may:

- a) request more detailed submissions from Respondents;
- b) enter into direct negotiations with a Respondent in relation to its EOI;
- c) establish a limited-term short-listed panel comprising selected Respondents, from which future services can be purchased pursuant to a competitive process, if and when the need arises;
- d) decide not to proceed any further; or
- e) Do something other than the above.

It is important to note that this EOI process is not a Request for Tenders. It is not a commitment or representation of any kind by TAIHS that it will at any time issue a Request for Tenders for the services described in Part B, or that TAIHS will otherwise seek to procure any services to achieve the desired Outcome.

TAIHS may contact one or more of the Respondents after the closing date and time to discuss the outcome, requirements or TAIHS plans or needs generally. TAIHS may take views or feedback provided by Respondents in their EOI into account when developing any future request related to the outcome.

1.3 How to lodge an EOI

1.3.1 Form and content of the EOI

To lodge a valid EOI, you must complete and submit the Response Form in Part C. This includes the Respondent Details section and your organisation's response to the Qualitative Criteria and Price Schedule. Please note that:

- Each Qualitative Criterion has equal percentage weighting; *or*
- Each Qualitative Criterion does not have an equal percentage weighting. Therefore, the weightings identify the relative importance of each Qualitative Criterion. Please refer to Part C for further information.

When completing the Response Form, assume that TAIHS has no knowledge of your organisation, its activities, experience or any previous work undertaken by your organisation on behalf of TAIHS.

1.3.2 Lodgement format

You are only able to lodge an EOI in one of the ways listed in this section. You must only lodge your EOI in one of the ways listed below:

- a) Respondents may lodge an EOI **BY HAND OR BY POST** at:

57 – 59 Gorden Street, Garbutt QLD 4814

By providing your EOI, in a sealed package clearly identified by the EOI Request number: EOI 02. Number copies must be submitted, with one copy marked "original" and number copies marked "copy".

- b) Respondents may lodge an EOI IN ELECTRONIC FORM THROUGH by lodging it at:

contracts@taihs.net.au

Respondents who lodge EOIs in electronic form must ensure that the electronic copy of the EOI is in one of the following file formats and extensions:

.doc*	.pub*	.pdf#	.rtf	.ppt*
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* Microsoft compatible

Adobe compatible

1.3.3 Closing Time

The closing date and time for lodgement of EOIs is as set out on the front page of this EOI Request document.

EOIs submitted by post must arrive at the specified address not later than the Business Day prior to the Closing Time.

Late Lodgement

EOIs that are not received in full by the closing date and time cannot be evaluated by TAIHS. Please refer to the specific conditions regarding the lodgement of EOIs (including late lodgement) set out in the Process Terms and Conditions document.

1.4 Where to get more information

If you have any enquiries about this EOI process, please contact the TAIHS Representative listed below.

Name: Chris Laurent
Title: Facilities Manager
Telephone: 0448 029 192
E-mail: claurent@taihs.net.au.

1.5 How your EOI will be assessed

There are a number of TAIHS policies that apply to this EOI Request process, including but not limited to the following:

- the Delivering Community Services in Partnership (DCSP) Policy;
- the Value for Money policy;
- the Probity and Accountability policy; and
- The Open and Effective Competition policy.

TAIHS will assess your EOI against the Qualitative Criteria and Price Schedule set out in Part C. To the extent that TAIHS considers appropriate, it may also take into account any other information available to TAIHS regarding the Respondent or the EOI, including information of the kind referred to in clause 4.1(e) of the *Process Terms and Conditions*.

Please be aware that EOIs will be assessed to determine the extent to which it may deliver value for money to TAIHS, as this is a key policy objective of all TAIHS Procurement. A value for money assessment does not simply consider price. While price is a factor taken into account, all costs, benefits and risks associated with each EOI will be assessed when making a value for money decision.

PART B: Potential service requirements

2.1 Service Requirements

This EOI has been implemented to help stream line the list of preferred suppliers. This EOI 02 – Electrical Service and Maintenance will require the following but not limited to;

(i) The services;

- Attend site to replace or repair any faulty electrical component
- Supply quote for different jobs that may be requested
- Supply advice on possible improvements which would be beneficial to TAIHS
- Supply fault reports
- Response times to electrical events;
 1. Critical impact failures within 1 hour
 2. High impact within 4 hours
 3. Low impact within 8 hours
- Conduct periodic testing

Hours for services to be performed would be the working hours of our business, 7am – 7pm; some work may be required outside the normal hours of service for work that impacts our service delivery

(ii) TAIHS locations are listed below *(the below list is subject to change)*

- 57 – 59 Gorden Street, Garbutt QLD 4814 (Owned)
- 49 Hugh Street, West End Qld 4810 (Owned)
- 12 Turnbull Street, Garbutt QLD 4814 (Owned)
- 35 Echlin Street, West End QLD 4814 (Owned)
- 9 Turnbull Street, Garbutt QLD 4814 (Rental)

(iii) We require minimal impact to the operation of our services to the community and to the staff members. We would expect that the services of the Electrical Service and maintenance be completed during the business hours with the exemption of any major work that would require the irrigation systems to be turned off long periods of time and were disruption to staff members or clients were unavoidable.

PART C: Response Form

This part is to be completed by the Respondent and submitted to TAIHS in accordance with Part A, section 1.3.

3.1 Respondent Details

Please provide all of the following details in the table format below. Please supply a separate document address Part C 3.1 – 3.2c

Respondent Information	
Name of legal entity:	
ACN:	
Trading name:	
ABN (if applicable):	
Contact person:	
Contact person position title:	
Registered address or address of principal place of business:	
E-mail:	
Telephone number:	
Other Details	
Is the Respondent a small business that employs less than twenty (20) people?	(Yes / No)
Is the Respondent a not-for-profit** entity? If Yes , please provide an extract of the relevant provisions of the Respondent's constitution or governing documents.	(Yes / No)
Is the Respondent a Local Government Authority?	(Yes / No)
Are there any circumstances, arrangements or understandings which constitute, or may reasonably be perceived to constitute an actual or potential conflict of interest with either the Respondent's obligations under this Request for EOI or any potential involvement of the Respondent in the provision of services as described in Part B? (Yes / No)	

If yes, please provide detail of the actual or potential conflict of interest, and the Respondent's strategy for managing conflicts: (add further pages if required)

3.2 Qualitative Criteria

Responses to the Qualitative Criteria are designed to demonstrate your organisation's capacity and or experience, and all sub-criteria must be addressed. Also make sure that any claims or statements made to address any aspect of the Qualitative Criteria are supported through the use of examples.

a). **SERVICE METHODOLOGY (50% WEIGHTING)**

The Respondent will be assessed on the degree to which:

- The proposed service methodology will facilitate the achievement of the community outcomes and to meet the service requirements described in Part B;
- The Respondent demonstrates adequate appreciation and understanding of the Requirements of this EOI Request.

The Respondent must:

- Provide a detailed service delivery model describing the methodology that will be used to achieve the desired community outcome. This could include but is not limited to:
 - Proposed service structure and content;
 - Timeframes and estimated hours of service;
 - Management and staffing structure; and
 - Collaboration and feedback structure.

RESPONDENT TO COMPLETE:

Respondent to provide their response to the Service Methodology criterion

b). **ORGANISATIONAL SKILLS AND EXPERIENCE** (20% WEIGHTING)

The Respondent will be assessed on the degree to which it has the skills and experience to perform the requirements of the proposed service set out in Part B.

The Respondent must:

- Provide information regarding organisational skills to perform the proposed requirements set out in Part B;
- Describe how the organisation ensures staff maintain and develop relevant skills and experience with regard to the delivery of such services;
- Provide details of contracts/service agreements for similar services provided, including a detailed description of those services, similarities between those services and the proposed services set out in Part B, when the contract/service agreement was performed and the outcomes of the contracts/service agreements.

RESPONDENT TO COMPLETE:

Respondent to provide their response to the Organisational Skills and Experience Criterion below.

c). **ORGANISATIONAL CAPACITY** (30% WEIGHTING)

The Respondent will be assessed on the degree to which it has the organisational planning and resourcing capacity to support and perform the proposed services.

The Respondent must:

- Demonstrate its organisational planning and resourcing capability;
- Identify the key risks that may impact on service delivery and provide explanation of how these risks will be mitigated and or managed;
- The key policies, procedures and guidelines in place to ensure a relevant and high quality service are provided.

RESPONDENT TO COMPLETE:

Respondent to provide its response to the Organisational Capacity Criterion below.

End of Response Form