



Request for Quotation

QUOTATION DETAILS			
Contract Number	State Contract ICT Services Contract 2020: Request for Quote Project No. 260.		
Title	Document Scanning, Storage & Destruction of Housing NSW Client Files at 6 Specific Locations and State-wide Ad Hoc.		
Quotation Open Date	3/12/2010	Close Time & Date	17/12/2010 at 11:59pm

CONTACT DETAILS			
All enquiries relating to this quote should be directed by email to the Contact Officer			
Contact Officer	Housing NSW Strategic Procurement & Contracts Unit		
Telephone	Email enquiries only		
Email	tenders@housing.nsw.gov.au		

REQUEST FOR QUOTE PACKAGE			
The documents that comprise the Request for Quote package include the following:			
1.	Request for Quotation (this document)	3.	Housing NSW Statement of Business Ethics (Accessible from the above link)
2.	Specification		

LODGEMENT DETAILS	
Quotes must be lodged with Housing NSW, by the closing date and time, by the following method:	
Electronic Submissions	
Website Address	http://ict.commerce.nsw.gov.au

1. SELECTION CRITERIA

- (a) Vendors are to complete and submit as part of their quote response, every section of this document.
- (b) Vendors will be evaluated on the basis of the criteria specified below, the information provided by the vendor in their quote response and any other information requested during the quote assessment process. Vendors should not place any significance on the order in which the selection criteria are listed. Housing NSW reserves the right to contact the vendors' referees directly. Housing NSW may treat any required details in the quote, which is left out, illegible or unintelligible as failing to fulfil the relevant requirement. Housing NSW may assess, score or rate any detail in the quote which is left out, illegible or unintelligible in the way least favourable to the vendor, or in some other way at Housing NSW's absolute discretion.
- (c) Vendors **must acknowledge** that they can meet or provide information on all of the Selection Criteria listed below by writing the word **"Yes"** in the table below right most column for each row. Vendors that are unable to meet the listed Selection Criteria should not submit a quote response.

SELECTION CRITERIA include	Acknowledgement Column (Yes)
1. Document scanning services (with no sub-contracting or outsourcing)	
2. Document storage services (outsourcing permitted)	
3. Document destruction services by shredding or pulping only (outsourcing permitted)	
4. All the above 3 services at all 6 "Volume" Locations specified & "Ad Hoc" requests (state-wide)	
5. Vendor profile	
6. Pricing	
7. Demonstrated experience	
8. Approach methodology & project plan (including policies & certifications)	
9. Value for Money	

2. VENDOR PROFILE

2.1. Organisation

Vendors are required to provide organisation information to identify the legal entity submitting a response to this Request for Quote.

ORGANISATION DETAILS			
Vendor Full Legal Name			
Registered Address			
Business Entity Type (eg. Sole Trader, Body Corporate, Trust, Company)			
Trading or Business Name			
ABN		ACN	

2.2. Authorised Representative

Provide contact details for the Authorised Representative of the vendor and the address for all communications in relation to the quote as indicated below. These details will apply for the issuing of notices under a contract resulting from the acceptance of the quote, until notified otherwise by the vendor.

CONTACT DETAILS			
Authorised Representative		Position	
Address			
Telephone		Facsimile	
Email Address			

2.3. Referees

Please provide details of two (2) referees who may be contacted by the Quotation Evaluation Panel to provide confirmation of the claims made in the quote in respect to the capacity of your organisation to deliver the proposed service.

REFEREES DETAILS		
	Referee 1	Referee 2
Organisation Name		
Contact Person		
Position		
Phone		
Relationship Details / Services Provided		

2.4. Insurance

Vendors are requested to attach relevant certificates of currency with their quote and provide the details for each insurance policy they hold.

INSURANCE DETAILS			
	Public Liability	Professional Indemnity	Workers Compensation
Insurer			
Policy Number			
Expiry Date			
Value	\$	\$	
Limits (per claim or aggregate basis)			

2.5. Critical Assumptions

Vendors are to identify any critical assumptions that have been made including assumptions relating to pricing and ability to provide the services in the manner as detailed in this Request for Quote, and the Specification.

CRITICAL ASSUMPTION DETAILS	
Reference	Assumptions

2.6. Sub-Contractors

Vendors are to provide details of proposed subcontractors including the names of subcontractors and details of goods and/or services to be provided by the proposed subcontractor.

The vendor must be able to provide document scanning services without outsourcing or sub-contracting this work to other legal entities. Outsourcing or sub-contracting of document storage and destruction services is not preferred but is permissible under this Request for Quote.

SUB-CONTRACTORS DETAILS		
Name	ABN/ACN	Details of goods and/or services to be provided

2.7. Conflicts of Interest

Vendors are required to describe the procedures they have for identifying and resolving any conflicts of interest.

CONFLICTS OF INTEREST PROCEDURES

Vendors are also required to provide detail of any current or potential conflicts of interest that they may have or will have if selected to provide the services.

CONFLICTS OF INTEREST (Actual or Perceived)

2.8. Addendum Acknowledgement

Vendors are required to acknowledge the addendums (if any) issued by Housing NSW during the quote response period, they have taken into consideration as part of their submission. Specify in the table below the title and number of each addendum issued.

ADDENDUM ACKNOWLEDGEMENT	
Number	Title

2. QUOTATION PRICE

Providers are to complete the pricing tables below. All prices are to include GST. Pricing is not to increase during the period of the contract.

2.1 Price Per Page

Ad Hoc Scanning: The price per page should be inclusive of all work required, including all preparation, file reconstruction, digitisation and metadata preparation costs. Any direct transportation costs incurred by the vendor are to be passed on to Housing NSW via full itemisation on the invoice. Any costs associated with organising the transportation are to be included in the cost per page for Ad Hoc scanning.

Volume Scanning: The price per page should be inclusive of all work required, including all transportation costs, preparation, file reconstruction, digitisation and metadata preparation costs.

A page is defined as a piece of paper that may or may not be printed on both sides.

Ad Hoc Scanning Fixed price per page (incl GST) (Number of pages per file may range from 50 to 500)	Volume Scanning Fixed price per page (incl GST) (Number of pages per file may range from 50 to 500)
\$	\$

2.2 Price Per Box for Secure Storage

The price per box for secure storage is for a minimum period of 6 months after the contained files have been digitised. Box dimensions are 25cm height x 18cm width x 40cm depth. Boxes are of the GRR Type 1 Records Storage Boxes.

Ad Hoc Scanning Fixed price for storage per box, per 6 month period (incl GST)	Volume Scanning Fixed price for storage per box, per 6 month period (incl GST)
\$	\$

2.2 Price Per Box for Secure Destruction

The price per box for secure destruction must include either document shredding or pulping as the destruction method.

Ad Hoc Scanning Fixed price for secure destruction per box (incl GST)	Volume Scanning Fixed price for secure destruction per box (incl GST)
\$	\$

3. DEMONSTRATED EXPERIENCE

3.1 Provide a comprehensive and detailed description of your organisation's experience in providing the full range of services consistent with the Specification in similar projects.

Vendor Response

4. METHODOLOGY

4.1 Housing NSW requires this work to be completed as quickly as possible. Detail how long it would take you to complete a specific volume of client files, including what quantity you would be able to complete on a weekly basis. Please provide a project plan identifying milestones for collection, processing, return of data and box storage.

Vendor Response

4.2 Describe the approach you would take and the process you would establish for collecting and processing client files.

Vendor Response

4.3 Describe the approach you would take and the process you would establish for secure storage of boxes. Include any relevant details on the storage facility and access.

Vendor Response

4.4 Describe the approach you would take and the process you would establish for document destruction services. Include any relevant details on communication with HNSW during this process, including confirming the destruction of documents.

Vendor Response

4.5 Services provided under this Request for Quote involve handling confidential client documents. Thus confidentiality & document security during the contract is vital. Describe the approach you would take to providing document confidentiality and security during document scanning, storage and destruction.

Vendor Response

4.6 Vendors to provide along with their quote response, copies of their organisations policies on

- **Secure document storage**
- **Document destruction**
- **Occupational Health & Safety Policy**
- **Environmental Management Policy**
- **Any other relevant policies**

Vendors to list below which policies they are providing.

Vendor Response

4.7 Vendors to provide along with their quote response, copies of their organisations quality certifications.

Vendors to list below which certifications they are providing.

Vendor Response