



Request for Tender

Metro Tasmania Pty Ltd
ACN 081 467 281
212 Main Road, Moonah TAS 7009

Provision of Cleaning and Refuelling Services

Closing Date & Time: 4.00 pm Monday 27 August 2018

Lodgement Place: PO Box 61, Moonah TAS 7009
or 212 Main Road Moonah @ Radio Room

Contact Officer Details: Acting General Manager
Business Improvement Services
tenders@metrotas.com.au

TABLE OF CONTENTS

PART 1 - INTRODUCTION.....	3
1 INVITATION TO TENDER	3
2 BACKGROUND	3
3 TENDER PROCESS TIMETABLE	3
PART 2 – TERMS AND CONDITIONS	5
1 DEFINITIONS.....	5
2 GENERAL	6
2.1 Tender	6
2.2 Tender submissions	6
2.3 Site Inspection.....	6
2.4 Rejection of Tenders	7
2.5 Tender Form.....	7
2.6 Local SME Industry Impact Statement.....	7
2.7 Evidence of insurance	8
2.8 Language and currency	8
2.9 Tender Validity Period.....	8
2.10 Clarifications	8
2.11 General terms and conditions	8
2.12 Confidentiality and intellectual property	9
3 REGISTER OF TENDERERS.....	9
4 LODGEMENT OF A TENDER	10
4.1 Closing Date and Time.....	10
4.2 Lodgement	10
4.3 Late Tenders	10
4.4 Extensions.....	10
5 ENQUIRIES AND CLARIFICATIONS	10
5.1 Clarifications.....	10
5.2 Tender enquiries	11
5.3 Errors in RFT.....	11
6 STATEMENT OF COMPLIANCE	11
7 AUSTRALIAN BUSINESS NUMBER (ABN)	12
8 METRO’S RIGHTS.....	12
9 EVALUATION	13
9.1 Process	13
9.2 Selection Criteria	13
9.3 Selection of Preferred Tenderer.....	13
10 APPROVALS	14
11 DEBRIEFING	14
11.1 Contact Officer	14
11.2 Timing of debriefing.....	14
Annexure A.....	16
Specifications	16
Annexure B	24
Tender Form.....	24
Annexure C	24
Local SME Industry Impact Statement.....	24
Annexure D	24
Statement of Compliance	24

Annexure E	24
Cleaning Products and Consumables	24
Annexure F.....	24
Price	24
Annexure G.....	24
Draft Contract	24

PART 1 - INTRODUCTION

1 INVITATION TO TENDER

Metro Tasmania Pty Ltd (ACN 081 467 281) (**Metro**) invites Tenders for the supply of cleaning and refuelling services (the **Services**) as defined in this Request for Tender.

2 BACKGROUND

Metro is a state-owned company whose core business is the operation of bus services in Hobart, Launceston and Burnie. Metro is the largest passenger transport company in Tasmania.

In order to assist Metro in carrying out its core business, Metro requires the Services to be provided to it by an appropriately qualified company, business or individual.

Metro is utilising a one stage procurement process prior to awarding a supply contract to a supplier for the supply of the Services.

Metro invites Tenders for the provision of the Services on the terms set out in this Request for Tender and in accordance with the Specifications. Tenderers may submit a Tender for delivering the fleet, building and/or external infrastructure Services in Hobart, Launceston and/or Burnie, or for a combination of the Services and Sites. The Preferred Tenderer will then be required to execute the contract for the provision of cleaning and refuelling services (the **Contract**), in the form attached to this Request for Tender at Annexure G. The chosen supplier/s will be required to provide the Services in accordance with the Contract.

3 TENDER PROCESS TIMETABLE

The timetable for carrying out the necessary processes in relation to this RFT is as follows:

Issue Request for Tender	-	28 July 2018
Closing Date and Time	-	27 August 2018
Tender evaluation period	-	28 August 2018 to 11 September 2018
Estimated date for selection of Preferred Tenderer	-	27 September 2018
Estimated date for execution of Contract by Metro and Preferred Tenderer	-	By 4 November 2018

Estimated date for commencement of supply - **1 January 2019**
of the Services to Metro

PART 2 – TERMS AND CONDITIONS

1 DEFINITIONS

Alternative Tender means a Tender that does not comply with the Specifications and/or Contract.

Contact Officer means the contact officer specified on the cover page of this RFT.

Closing Date and Time means the due date and time by which all Tenders must be received by Metro as set out in Part 2, clause 4.1 (Closing Date and Time).

Local SME Industry Impact Statement means a local small and medium enterprise (SME) industry impact statement in the form attached to this RFT at Annexure C.

Metro means Metro Tasmania Pty Ltd (ACN 081 467 281).

Part 1 means the section of this RFT headed “Part 1 – Introduction”.

Part 2 means the section of this RFT headed “Part 2 – Terms and Conditions”.

Preferred Tenderer means the Tenderer or Tenderers selected by Metro in accordance with this RFT to supply the Services.

RFT means the documents comprising this Request for Tender.

Services means the Services as defined in Part 1, clause 2 (Background) and the Specifications.

Sites means Hobart Depot located at 212 Main Road Moonah, and Launceston Depot located at 168 Wellington Street, and Burnie Depot located at 28 Strahan Street in Tasmania.

Specifications means the specifications in relation to the Services set out in Annexure A.

Statement of Compliance means a statement of compliance in the form attached to this RFT at Annexure D.

Tender means any response to this RFT signed by the Tenderer, including the information and the Tender Form required in accordance with this RFT.

Tenderer means any person, business or corporation who lodges, or intends to lodge, a Tender in accordance with this RFT.

Tender Evaluation Panel means the panel comprising of personnel appointed by Metro to review and evaluate Tenders received in response to this RFT.

Tender Form means the tender form set out in Annexure B of this RFT.

Tender Validity Period has the meaning given in Part 2, clause 2.9 (Tender Validity Period).

2 GENERAL

2.1 Tender

Any person wishing to respond to this RFT in relation to the supply of the Services may do so by submitting a Tender in accordance with this RFT.

2.2 Tender submissions

- (a) The Tenderer is required to submit their Tender strictly in accordance with all terms, conditions and requirements of this RFT.
- (b) Tenderers must indicate whether they are tendering to supply the Services in Hobart, Launceston or Burnie, or a combination of these Sites.
- (c) Tenderers must indicate whether they are tendering to supply the fleet, building or external infrastructure Services, or a combination of these Services.
- (d) The Tenderer must also address the Specifications by outlining:
 - (i) how the Tenderer can/will supply the Services in accordance with the Specifications; or
 - (ii) if the Tenderer cannot supply the Services in accordance with the Specifications, details of:
 - (A) why the Tenderer cannot/will not comply with the Specifications; and
 - (B) alternative Services which can/will be supplied by the Tenderer, and details of how such Services compare to or differ from the Specifications.
- (e) Tenders proposing variations to the Specifications will be construed to be an Alternative Tender.
- (f) Metro reserves the right either to consider Alternative Tenders on their merits or not to consider them further.

2.3 Site Inspection

- (a) Subject to clause 3 (Register of Tenderers), Tenderers are invited at

their own cost to inspect one or more of the Sites (the **Site Inspections**) as follows:

- (i) Burnie Depot from 9.30am until 10.30am on 15 August 2018;
 - (ii) Launceston Depot from 1.00pm until 2.00pm on 15 August 2018;
and
 - (iii) Hobart Depot from 10.00am until 12.00pm on 16 August 2018.
- (b) Tenderers attending a Site Inspection will be given the opportunity to ask questions, and responses to questions will be distributed to all Tenderers that have been registered pursuant to clause 3 (Register of Tenderers).
- (c) Tenderers must indicate whether they will attend one or more of the Site Inspections when registering their intent to submit a Tender in accordance with clause 3 (Register of Tenderers).

2.4 Rejection of Tenders

Metro may reject any Tender which contains any terms or conditions which conflict with this RFT.

2.5 Tender Form

- (a) The Tenderer must complete and include as part of its Tender, the Tender Form.
- (b) The Tender Form should be filled in completely and be accompanied by all other supplemental documents necessary to complete the Tender in accordance with this RFT. A Tenderer may reproduce the Tender Form in an expanded format in order to provide additional space for response.
- (c) Failure by any Tenderer to comply with the requirements of this RFT or complete and return the Tender Form with a Tender, may result in that Tender being rejected for non-compliance.

2.6 Local SME Industry Impact Statement

- (a) Tenderers are requested to complete and include as part of their Tender, a Local SME Industry Impact Statement.
- (b) Failure by any Tenderer to complete and return a Local SME Industry Impact Statement may result in that Tender receiving a score of zero for the relevant selection criterion as described in clause 9.2.

2.7 Evidence of insurance

All Tenders must include a certificate of currency for each insurance policy required as specified in Annexure G (Draft Contract).

2.8 Language and currency

All Tenders must be in English and all prices quoted must be in Australian dollars.

2.9 Tender Validity Period

The Tenderer warrants that it will not vary or withdraw its Tender within 120 days of the Closing Date and Time.

2.10 Clarifications

- (a) During the evaluation process, Metro may seek clarification from a Tenderer in relation to their Tender if any aspect of the Tender is unclear or ambiguous. The Tenderer must comply with any requests for clarification within the timeframe required by Metro.
- (b) If during the evaluation process Metro considers that the meaning or intent of this RFT has been misinterpreted or misunderstood by Tenderers generally, Metro may provide clarification or additional information to all Tenderers and may invite all Tenderers to submit a revised or modified Tender in response to this clarification or information, within the timeframe required by Metro. In all other circumstances, Tenderers will not be permitted to revise or modify their Tender in any way during the Tender evaluation period.

2.11 General terms and conditions

- (a) All communication between a Tenderer and Metro must be in writing.
- (b) Metro does not warrant the accuracy of the content of this RFT and, to the extent permitted by law, Metro and its directors, officers, advisers, employees and agents are not and will not be liable to any Tenderer, whether arising from negligence or otherwise, for any representation contained in, or any omission from, this RFT, or for any error, inaccuracy, incompleteness or other defect in the information contained in this RFT.
- (c) Metro is not responsible for and will not compensate the Tenderer for any costs (whether direct or indirect) incurred by the Tenderer in preparing and/or submitting a Tender in response to this RFT or in

responding to any requests for clarification from Metro.

- (d) This RFT, and the process outlined in this RFT, does not form any legally binding agreement between Metro and any Tenderer and no legally binding relationship will exist between Metro and any Tenderer unless and until a formal written agreement with respect to the supply of the Services has been executed between the parties.
- (e) This RFT, and the process outlined in this RFT, must not be construed as making any express or implied representation, undertaking or commitment by Metro that it will enter into an agreement with any person.

2.12 Confidentiality and intellectual property

This RFT remains the property of Metro and may only be used by a Tenderer for the purpose of preparing and submitting a Tender, and must not be used for any other purpose. This RFT, and all other documents provided by Metro to a Tenderer in connection with this RFT, must be kept confidential by that Tenderer.

3 REGISTER OF TENDERERS

- (a) Tenderers should register their intent to submit a Tender by 4.00pm on 13 August 2018.

Tenderers must register their intent to submit a Tender in writing to the Contact Officer in accordance with the contact details on the cover page of this RFT, and Part 2, clause 3(b). Upon registration, the Tenderer will be regarded as a Registered Tenderer.

- (b) Tenderers must:
 - (i) include “Registration of Intent to submit Tender” on the envelope or in the subject line of the relevant email; and
 - (ii) provide their contact details including address, email and telephone number,when registering their intent to submit a Tender.
- (c) Registered Tenderers will be provided with any additional information and updates issued by Metro in relation to this RFT;
- (d) Only Registered Tenderers will be permitted to attend a Site Inspection.

4 LODGEMENT OF A TENDER

4.1 Closing Date and Time

The Closing Date and Time for the submission of all Tenders is 4.00pm Monday 27 August 2018.

4.2 Lodgement

Three (3) paper copies of the Tender should be submitted, with the price information as described in clause 9.2(h) included in a separate sealed envelope. All copies of the Tender and price information should be enclosed in a sealed envelope marked as follows:

PRIVATE & CONFIDENTIAL

Tender – Provision of Cleaning and Refuelling Services

All Tenders must be lodged at, or sent by prepaid post to:

(Lodgement Place)

Attention: Acting General
Manager Business Improvement
Services

Metro Tasmania Pty Ltd
212 Main Road
Moonah (Radio Room)

(Prepaid Post)

Attention: Acting General
Manager Business Improvement
Services

Metro Tasmania Pty Ltd
PO Box 61
Moonah TAS 7009

Tenders sent by email or fax will not be accepted by Metro.

4.3 Late Tenders

Any Tender not received by Metro by the Closing Date and Time may be rejected by Metro.

4.4 Extensions

Individual requests for extensions to the Closing Date and Time will not be granted.

5 ENQUIRIES AND CLARIFICATIONS

5.1 Clarifications

If the Tenderer is in doubt as to the true meaning of any part of this RFT, the Tenderer should notify the Contact Officer in writing to obtain clarification prior to the Closing Date and Time and submission of its Tender.

5.2 Tender enquiries

- (a) All enquiries from Tenderers in relation to this RFT must be made in writing to the Contact Officer.
- (b) Tenderers must not directly or indirectly approach any member of Metro's board or any employee of Metro, other than the Contact Officer pursuant to clause 5.2(a), in connection with any aspect of this RFT, or the process outlined in this RFT.
- (c) Any failure by a Tenderer, or any employee or agent of a Tenderer, to comply with this clause 5.2, may lead to disqualification of that Tenderer's Tender.

5.3 Errors in RFT

A Tenderer should promptly notify the Contact Officer in writing if they find any discrepancy, error or omission in this RFT.

6 STATEMENT OF COMPLIANCE

- (a) Tenderers will be taken to fully agree with and comply with this RFT and the Contract unless their Tender states otherwise.
- (b) If a Tender does not fully comply with this RFT or the Contract, the Tenderer must fill out and include a Statement of Compliance in their Tender in accordance with Annexure D, specifying each condition requirement with which the Tenderer does not comply as well as reasons for that non-compliance or partial compliance.
- (c) In their Tender, Tenderers must not:
 - (i) reproduce the Contract and provide an amended copy;
 - (ii) provide Metro with the Tenderers' own agreement – any Tenderer doing so will be regarded as non-compliant with this part of the RFT; or
 - (iii) suggest deletion of numerous clauses of the Contract and their wholesale replacement with other clauses, especially where the clauses are not directly comparable. Instead, comment is required on individual wording changes, where wording is not acceptable to the Tenderer.
- (d) The degree of compliance by Tenderers will be part of the assessment

criteria that Metro will apply in selecting the Preferred Tenderer.

7 AUSTRALIAN BUSINESS NUMBER (ABN)

A Tenderer should provide its Australian Business Number (ABN) with its Tender. If the Tenderer does not have an ABN, then the Tenderer must state their reason for not having an ABN in its Tender.

8 METRO'S RIGHTS

Metro reserves the right, in its absolute discretion, to:

- (a) vary the terms of this RFT, or the structure, requirements or process referred to in this RFT;
- (b) seek clarification from any Tenderer if any aspect of their Tender is ambiguous or unclear;
- (c) provide additional information to all Registered Tenderers;
- (d) notify all Registered Tenderers of any changes to Metro's requirements or to this RFT generally;
- (e) extend the Closing Date and Time;
- (f) call for new Tenders;
- (g) not accept the Tender offering the lowest price;
- (h) not accept a Tender lodged by a Tenderer who is not a Registered Tenderer;
- (i) consider or accept, or refuse to consider or accept, non-conforming Tenders at its absolute discretion;
- (j) not consider any Tender lodged after the Closing Date and Time;
- (k) not accept any Tender in its absolute discretion; and
- (l) cancel or suspend this RFT, or any processes outlined in this RFT, in its absolute discretion.

Metro will not be liable or in any way responsible for any loss, damage, cost or expense incurred by a Tenderer in the event that Metro exercises any rights referred to in this Part 2, clause 8.

9 EVALUATION

9.1 Process

The evaluation process will be undertaken by the Tender Evaluation Panel by 11 September 2018 with the aim of assisting Metro to select a Preferred Tenderer. All Tenders will be evaluated by the Tender Evaluation Panel based on the Selection Criteria outlined in Part 2, clause 9.2 (Selection Criteria).

9.2 Selection Criteria

The following criteria will be addressed and considered by the Tender Evaluation Panel in evaluating all Tenders:

- (a) Impact on local SME industry (10%);
- (b) Proposed strategy for complying with the requirements set out in Annexure A (Specifications);
- (c) Demonstrated professional capacity for, and experience with, the fuelling and cleaning of large vehicles;
- (d) Demonstrated experience with cleaning large buildings;
- (e) Arrangements for managing and overseeing the delivery of the Contract, including the experience of the nominated contract manager with the planning and co-ordination of timely delivery of similar services;
- (f) The safety related systems that will be implemented to ensure a safe working environment;
- (g) Financial capacity to deliver the Services (upon request by Metro, Tenderers may be required to provide copies of their audited statement of financial position and statement of financial performance for the last two financial years); and
- (h) The price, as provided by the Tenderer in accordance with the schedule shown in Annexure F.

9.3 Selection of Preferred Tenderer

- (a) Once Metro has selected a Preferred Tenderer, Metro will notify the Preferred Tenderer that its Tender has been successful in accordance with the timetable in Part 1, clause 3 (Tender Process Timetable).
- (b) The Preferred Tenderer will be required to enter into a formal contract (or contracts) with Metro substantially in accordance with the Contract,

and having acknowledged the Specifications. The terms and conditions of the Contract may only be varied by agreement in writing by both parties.

- (c) Metro may require the directors of the Preferred Tenderer to guarantee the Preferred Tenderer's performance under the Contract.
- (d) Once the Preferred Tenderer has been selected and has executed the Contract, it will be required to supply the Services in accordance with the provisions of the Contract.
- (e) No contractual relationship or other obligation arises between Metro and any Tenderer unless and until a formal contract is signed by both parties. This Part 2, clause 9.3(e) applies despite any oral or written advice to a Tenderer that a Tender is preferred or successful or has been, or will be, accepted.
- (f) Unsuccessful Tenderers will be notified within fourteen (14) days of either:
 - (i) execution of the Contract by the Preferred Tenderer; or
 - (ii) Metro's decision not to award the Contract to any party.

10 APPROVALS

- (a) The Preferred Tenderer must obtain all permits, licences or approvals required in relation to the supply of the Services prior to supplying Metro with the Services.
- (b) The supply of all Services must be carried out in accordance with any applicable permits, licences or approvals and any State or Federal standards, regulations and laws.

11 DEBRIEFING

11.1 Contact Officer

At the conclusion of the procurement, Tenderers who would like a debriefing should contact the Contact Officer.

11.2 Timing of debriefing

If Metro is requested to do so, a debriefing for interested Tenderers will occur after either:

- (a) the execution of the Contract by the Preferred Tenderer; or
- (b) Metro's decision not to award the Contract to any party.

Annexure A

Specifications

1. Fleet

Metro requires all available buses to be cleaned and refuelled each weekday (Monday – Friday). Cleaning and refuelling is required for a limited number of buses on the weekend (Saturday – Sunday).

Bus Fleet

Bus Type	Hobart	Launceston	Burnie	TOTAL
Rigid / 12.5m / 14.5m	136	48	16	200
Articulated	20	0	0	20
TOTAL	154	51	16	220

Depot Hours of Operation

Hobart	Open	Close
Sunday	0630	2245
Monday to Thursday	0445	0110 (Next Day)
Friday	0445	0235 (Next Day)
Saturday	0550	0235 (Next Day)
Launceston		
Sunday	0830	1930
Monday to Friday	0530	2330
Saturday	0730	2330
Burnie		
Sunday	*** Depot Closed ***	
Monday to Friday	0550	1930
Saturday	0815	1755

Refuelling

All buses need to be fully fuelled by the opening times listed above. Buses used on Saturday or Sunday will be placed in fuelling lanes which will be identified by Metro's Operations staff for the refuellers.

Current schedule

Currently buses are cleaned and fuelled during the following times, however Tenderers may submit an alternate schedule:

Hobart Depot

- Monday-Friday Day Cleaning/Refuelling: 06:30 – 14:30
- Monday-Friday Night Cleaning/Refuelling: 18:00 – 25:00
- Saturday Refuelling: 18:00 – 26:30
- Sunday Refuelling: 18:00 – 22:30

Launceston Depot

- Monday-Friday Night Cleaning/Refuelling: 18:00 – 23:00
- Saturday Cleaning/Refuelling: 20:00 – 23:00
- Sunday Cleaning/Refuelling: 17:00 – 19:00

Burnie Depot

- Monday-Friday Day Cleaning/Refuelling: 06:00 – 11:00
- Friday Evening Cleaning (for Saturday services): 18:00 – 19:00

Note – buses will not be available for cleaning or fuelling during Metro's peak operating periods, being 07.00 to 09.15 and 14.30 to 18.00 (Monday to Friday).

Exterior Cleaning

Metro has a drive-through bus wash at the Launceston and Hobart depots, while buses in Burnie are washed by hand. Buses need to be well presented and washed when required, but at a minimum twice weekly in Hobart and Launceston, and once per week in Burnie.

Interior Cleaning (Daily)

All buses which have been in use must have rubbish removed and be spot-cleaned prior to the opening times listed above. All graffiti and body fluids must be removed when reported by Metro or observed by the successful Tenderer. Tenderers are required to detail how they will undertake the daily cleaning, including the timing of when this will be undertaken.

Comprehensive Cleaning

In addition to daily spot-cleaning and refuelling, Metro requires its buses to be subject to a comprehensive detailed cleaning regime. Tenderers are required to detail what will be cleaned and how they will undertake this cleaning, including nominating the frequency for cleaning each bus in the fleet.

Considerations

The following considerations should also be addressed by Tenderers:

Methodology:	Tenderers should provide an outline of methods/procedures to be employed when carrying out the Services.
Equipment:	Tenderers should provide an itemised description of materials and/or equipment to be supplied as part of the Services.
Consumables:	All consumables required to perform the Services will be supplied by the successful Tenderer. Tenderers are required to provide the margins to be applied to consumables in Annexure E (Cleaning Products and Consumables).
Chemicals:	<p>All chemicals/cleaning products required to perform the Services will be supplied by the successful Tenderer. Tenderers are required to provide the margins to be applied to chemicals/cleaning products in Annexure E (Cleaning Products and Consumables).</p> <p>The successful Tenderer will be required to supply all Material Data Sheets (MDS) and chemical registers for each Site for the products that will be used. All chemicals will need to have been approved by Metro.</p>
Cleaning Times:	Tenderers are to identify morning or evening fuelling/cleaning as their preferred option, and list the benefits to Metro for this proposition.
Graffiti:	Graffiti found inside the bus is to be removed.
Body Fluids:	<p>Body fluids are to be cleaned up as required and include:</p> <ul style="list-style-type: none">• vomit;• blood;• excreta;• urine; and• any other bodily substance that has soiled a surface of the bus.
Wet vacuum:	Cloth seats in buses are to be cleaned annually using a wet vacuum cleaner. This is to be completed during the summer months.
Air conditioning filters:	<p>Air conditioning filters (in buses fitted with air conditioning) are to be changed during the comprehensive detailed cleaning regime.</p> <p>By 2020, all Metro buses will be fitted with air conditioning.</p>
Oil and Coolant:	Oil and coolant levels are to be checked every 3 days (twice per week) and recorded.

Fuel Dips: Records of bulk fuel dips (underground fuel storage tanks) are required to be reported daily and monthly.

Washer Bottles: Filling of bus window washer bottles to occur once per week when fuelling.

Satellite Buses: Approximately 50 buses are parked overnight at satellite yards. These buses are required to be fuelled (Hobart only) between 09.30 and 14.30, Monday to Friday.

Saturday Refuelling: Required in Hobart and Launceston.

Weekend Buses:	Saturday	Sunday
Hobart	43	23
Launceston	12	5
Burnie	4	0

Pool Cars: Pool cars (9 state-wide) are to be washed and vacuumed weekly.

Public Holidays: Bus requirements are the same as for a Sunday timetable.

2. Buildings

The cleaning of Metro's buildings is included as part of the Services. The scope of the work includes the following:

Operations and Administration Areas (weekdays)

- Empty all waste bins and reline as required;
- Remove waste to designated waste bins;
- Clean all toilets and washroom areas once per day with the exception of the bus operator amenities;
- Bus operator amenities are to be cleaned twice daily;
- Clean all kitchen areas and meal rooms (will include weekly cleaning of cookers, microwaves and toasters);
- Re-stock towel dispensers;
- Mop all hard surfaces;
- Polish all vinyl floors;
- Vacuum carpeted areas;
- Clean desk tops;
- Dust all hard surfaces (window sills, door frames etc.);
- Clean meeting, training and board room tables;

- Spot clean glass;
- Sweep entrance areas and surrounding areas; and
- Sweep and clean smoking / barbeque area.

Workshop Offices, Amenities and Toilets (weekdays)

- Empty waste bins in office and meal room and reline as required;
- Remove waste to designated waste bins;
- Clean all toilets, washroom areas, locker rooms and office;
- Clean meal/kitchens room (will include weekly cleaning of cookers, microwaves and toasters);
- Re-stock towel dispensers;
- Mop all hard surfaces;
- Polish all vinyl floors; and
- Sweep entrance areas and access halls.

Weekend Cleaning: Weekend servicing of bus operator toilets and meal rooms only.

Floor sealing: All vinyl flooring to be stripped and sealed annually.

Floor polishing All vinyl flooring to be polished 3 time per year.

Additional work: The successful Tenderer may be required to supply additional related services (example: window cleaning, carpet cleaning etc.), which would will be undertaken as an additional charge.

Rubbish Bins: Rubbish bins are to be emptied daily on the days that depots are open.

Fridges: All fridges (16) are to be cleaned once per month.

3. External Infrastructure in Launceston and Burnie

Passenger Shelters

Metro has a number of passenger shelters across its Launceston and Burnie route networks. These shelters are required to be cleaned on a monthly basis in Launceston, and six-weekly in Burnie. This work will take the form of cleaning and removing rubbish, glass cleaning, weed and graffiti removal.

The following tables (1) Launceston and (2) Burnie lists the addresses of the passenger shelters:

Table 1 – Launceston Passenger Shelters

161 Invermay Road (outside Salvo's Stores)	Tasman Highway, past cnr Anson St
AMC Rd (Maritime Way, outside University)	Warring Street Reserve (opp units at 1 Blyth St)
Aust. Maritime College, Maritime Way (AMC Road)	Opp 110 Warring St
208 / 308 Invermay Rd	Opp 53 Lambert Street
Invermay Rd, Outside Queen Vic Museum	42 Lambert Street
8 George Town Road	62 Ravenswood Road
7 Blackwood Drive	Opp 19 Gorge Road
20 Reservoir Road	Opp 37 Trevallyn Road
1 Tompsons Lane	18a Trevallyn Rd
416 Hobart Road (outside St James Church)	Opp 150 York Street (NB - NOT "RIVER" SERVICES)
opp 393 Hobart Rd (Glendale Lakes Sthn X Care)	Cambridge St / Upper Brougham St junction
Hobart Road (opp Plants Plus)	Rutherglen Rd
351a Hobart Rd (City Mission)	174 Peel Street West
294 Hobart Road	Opp 1 Brougham Street
244 Hobart Road	Opp 141 Abbott Street
144/150 Hobart Road	110 Abbott Street
Hobart Rd, outside St Marks on the Hill	Opp 73 Abbott Street (E. Launc. Primary)
Opp 447 Wellington Street	5 Clarence Street
332 Wellington Street	126 Talbot Road
Wellington St, behind Metro Depot	Talbot Rd / High St junction
71 Elphin Rd	Near 70 High Street
165 Elphin Road (outside Coles, Newstead)	Charles St, opp L. G. Hospital
Opp 193 Opossum Road	268 Westbury Road
118 Norwood Avenue (opp Primary Sch)	Normanstone Road,
180 Penquite Rd, past cnr Norwood Ave	Elizabeth St, Princes Square
Penquite Road	Country Club Ave
64 Penquite Road	10 Mulgrave Street
36 Penquite Road	Charles St, outside Launceston Hospital
Penquite Road	West Tamar Rd, Nth Riverside
74 Elphin Road	348 West Tamar Rd
200 Penquite Road (Presbyterian Aged Home)	Elouera St, outside Tailrace Park
Tasman Hwy, cnr Dalkeith St	82 Tasman Highway

Table 2 - Burnie Passenger Shelters

1/25 Thorne Street
102 Payne Street
Wright Street at intersection with Lorymer Place
Shorewell Park Shopping Center
Wiseman Street at intersection with Mylan Crescent
Mooreville Rd, opp 47
Mooreville Road on corner with Lion Cresecent - Hellyer College
Stop 9 Inwards Mooreville Road
12 Kentish Drive
204a Mount Street
15 Beaufort Street
1 Cardigan Street
Heybridge bus turning circle
Bass Highway opposite Burnie High School
2 Bass Highway
Bass Hwy, Camdale (Somerset Discount Tyres)
Falmouth St, Somerset (opp Doctors)

Toilets

Metro has a number of toilets at various locations across its Launceston route network for the convenience of its bus operators. These toilets are required to be cleaned and restocked with consumables on the following schedule:

Weekly basis

- Gorge Road, Trevallyn (near corner of Bald Hill Road);
- Lilydale Road, Rocherlea (near corner of Archer Street);
- Opossum Road, South Norwood (near intersection of Quarantine Road);
- Cambridge Street, West Launceston (at the corner of Broughton Street); and
- West Tamar Highway, North Riverside (near intersection of Walcorm Ct).

Twice-weekly basis

- Paterson Street, Launceston (near St Andrews Church).

4. Additional Requirements

Induction:	<p>The successful Tenderer will ensure that all of their employees and sub-contractors used in the provision of the Services complete a site-specific induction approved by Metro prior to commencing work on any Metro site.</p> <p>Any visitors to Metro sites will also be required to complete an induction.</p>
Licences:	<p>Refueller / cleaners will be required to hold a current Medium Rigid licence in Launceston and Burnie, and a Heavy Rigid licence in Hobart.</p> <p>Metro requires the successful Tenderer's employees to demonstrate to Metro's training department their competency in driving Metro buses, and to complete a training course if they are not deemed to be competent.</p>
Fair Work:	<p>Tenderers must demonstrate how they will ensure compliance with Fair Work Legislation.</p>
Accountability:	<p>Metro has an Accident Management Procedure in place for all accidents or damage caused to its buses.</p> <p>Tenderers must detail how they intend to account for any damage to Metro's bus fleet, plant or infrastructure caused by their employees or subcontractors.</p>
Drug and Alcohol Tests:	<p>Metro has a zero-tolerance policy towards drugs and alcohol. All personnel working on Metro's premises will be subject to random drug and alcohol tests.</p>
New Technology:	<p>Metro may implement and use new technology (example fuel management system). The successful Tenderer will be required to learn and use this technology as required from time to time.</p> <p>Metro is also willing to receive Tenders based on new technology – details need to be provided in the Tender and the benefits for Metro clearly outlined.</p>

Annexure B

Tender Form

(attached separately)

Annexure C

Local SME Industry Impact Statement

(attached separately)

Annexure D

Statement of Compliance

(attached separately)

Annexure E

Cleaning Products and Consumables

(attached separately)

Annexure F

Price

(attached separately)

Annexure G

Draft Contract

(attached separately)