



Request for Quotation (RFQ) for Services outside of Australia

Quotation No.	Quotations Close: Time: 17:00pm Date: 5th September 2025	Quotations submitted in response to this RFQ must be valid for not less than 60 days from the date Quotations Close.
----------------------	---	---

RFQ Title:

Title	Gardening for seven properties in Vientiane	
DFAT Contact Officer: Nalinh Douangphichit	Phone: +85620 22238254	Delivery Location: See Attachment A
File Reference:	Email: Nalinh.douangphichit@dfat.gov.au	

DFAT Issuing Officer	Nalinh Douangphichit	Date: 15 August 2025
----------------------	----------------------	----------------------

Lodge Quotations (Note to Respondents: please send your response to this RFQ to the email address specified below. To be considered, your response must be received by DFAT before Quotations Close)

By Email to: Nalinh.douangphichit@dfat.gov.au

Requirements:

- **Provide gardening services to seven properties in Vientiane (Attachment A)**
- At least one gardener for each property.
- Note: All gardening tools, fuel for lawn mower and cleaning products provided by contractor.
- Note: In future there may be opportunities to vary the contract for additional or reduced properties

Please find **Attachment B** for Service Requirements and Duties

Note to Respondent: You must complete this section and provide the requested attachments when submitting your quotation.

Respondent Details (Company Name and Address):

Company Number or Registration Number (i.e. ABN/ACN/ABRN or other company identification number):

Response to the Requirements (Technical Proposal)

Note to Respondents: Please complete this section to demonstrate your understanding of, and proposed solution to, the requirements listed at in this RFQ.

Technical Proposal	<p>Please attach the following documents to your response:</p> <ul style="list-style-type: none"> • a proposal addressing the requirements listed in Attachment B; • a company profile of not more than three (3) pages, which also details your capacity and experience to undertake the requirements; • a one (1) page list of your top clients with contact details, including any foreign embassies or international organisations; and • a one (1) page list of three (3) referees, whom DFAT may contact to support your claims.
--------------------	--

Quotation (Pricing Proposal)

Note to Respondents: Please complete and submit the Pricing Table in Attachment 1.

Respondent declaration:

The Respondent submits their offer on the basis of the attached General Conditions of Quotation.

The Respondent declares it does not have judicial decisions against it (including in overseas jurisdictions but excluding decisions under appeal or instances where the period for appeal or payment/settlement has not expired) relating to unpaid employee entitlements where the entitlements remain unpaid.

The Respondent agrees that any resultant Contract will be on the terms of the attached General Conditions of Contract for the Supply of Services and any Attachments (if any) to those General Conditions of Contract.

Respondents signature:

Printed Name		Position	
Phone		Date	
Email Address			

Attachment A - DFAT properties, Vientiane

Location No.	Location Name	Address
1	Residence 1	Within 5km of the Australian Embassy
2	Residence 2	Within 5km of the Australian Embassy
3	Residence 3	Within 5km of the Australian Embassy
4	Residence 4	Within 5km of the Australian Embassy
5	Residence 5	Within 5km of the Australian Embassy
6	Residence 6	Within 5km of the Australian Embassy
7	Residence 7	Within 5km of the Australian Embassy

Attachment B –Service Requirements

Specified Personnel and Goods and Services required

Specified Personnel	Goods and Services required
Contract Provider	<ul style="list-style-type: none"> • Ensure the delivery of gardening to a high standard at properties, Vientiane (Attachment A). • Supervise gardening personnel, including but not limited to providing guidance, allocating and monitoring daily works, training staff in their areas, and undertaking daily quality checks. • Ensure the delivery of gardening standards in properties • Provision of gardening tools and associated normal supplies • In coordination with Senior Property Officer, identify ways to streamline work procedure and improve efficiencies. • Maintain a professional relationship with all Embassy staff and coordinate issues as they arise. • Ensure replacement staff to fill any absences (advising Senior Property Officer) • Manage staff absences including but not limited to annual and sick leave • Manage gardening staff insurance and liability for on-the-job work
Gardening Staff	<ul style="list-style-type: none"> • Maintain a professional relationship with Embassy staff and coordinate issues as they arise. • Monitor a safe workplace and ensure that WHS policies and procedures are met in the delivery of services <p>Gardening</p> <p>Provide high standard of gardening services including gardening of the grounds around the house and cleaning. External facilities used by staff will be maintained by gardening staff eg toilets, cupboards or external rest areas.</p> <ul style="list-style-type: none"> • Pruning, moving and disposal of garden waste • Planting or removal of plants as directed by the embassy team • Lawn mowing • Collect and dispose of garbage from external cleaning and gardening • All outside surfaces are to be cleaned and should be kept free from dust and dirt daily. • Clean and disinfect toilets areas daily. Disinfect door handles and counters in public areas daily. • Replace external toilet rolls and other sanitation equipment • Sweep external tiled areas daily. • Pressure clean external tiled areas twice a year • Assist on an ad hoc basis with moving equipment when needed. • Other related duties as directed by DFAT authorised representative. • Regular visual inspection of premises and grounds to ensure no issues are present including • Identifying issues and either rectifying as part of maintenance or reporting to the embassy property manager • Follow embassy operational procedures for arrivals at residence and reporting to nominated embassy staff any issues • If any safety issues are identified alert residents of the property immediately if they are in the house.

	<ul style="list-style-type: none"> • If any safety issues are identified alert the DFAT authorised representative immediately.
--	---

1. INTRODUCTION

- 1.1 The Commonwealth of Australia, represented by the Department of Foreign Affairs and Trade (DFAT) Australian Embassy Vientiane has a requirement for the provision of gardening services for its operations in the seven properties in Vientiane.
- 1.2 The purpose of this Attachment is to communicate DFAT's requirements and standards for the work to be carried out under any resultant Contract and to allocate work responsibilities between DFAT and the successful Respondent.

2. BACKGROUND

- 2.1 The seven owned and leased properties, Vientiane (**Attachment A**) require gardening services as part of DFAT overseas property and safety management.
- Therefore, the Embassy is seeking to procure gardening services.

3. THE SERVICES

- 3.1 The successful Respondent will be required to undertake the work in the following phases:
- Provide gardening services to the seven properties in Vientiane (see attachment A).
 - Be able to perform work based on the service requirements (see attachment B)

4. PERSONNEL

- 4.1 The successful Respondent will be required to provide suitably qualified personnel as detailed in the following table. The successful Respondent's Personnel must have relevant training, education, experience and skills to perform the Services and to ensure they meet or exceed the Performance Standards set out in this document in attachment 1.

5. MEETING REQUIREMENTS

- 5.1 The successful Respondent will be required to attend the meetings as detailed below, unless otherwise agreed by both parties in writing.

Meeting Type	Location	Frequency
Face to face	Australian Embassy Vientiane	Fortnightly or Monthly

6. PERFORMANCE STANDARDS

- 6.1 The successful Respondent will be required to deliver the Services to the performance standards detailed below.

Contractor Obligation	Performance Description	Performance Measure (%)
Delivery of Services as described in Attachment B	All contractually obligated deliverables are met within the agreed timeframes and are fit for purpose.	100% under the high standard Identify visitors and escort as required including maintaining the grounds of the residence to a good standard

7. DFAT ITEMS

- 7.1 To assist with provision of the Services, DFAT will provide the successful Respondent with the following DFAT Items at the times and places detailed below:

Location Required	Numbers of staff required	Work Hours and work days	Gardening and Cleaning products and tools provided by tender company	Note
Location No.1 to Location No.7	At least one gardening staff per location	To be confirmed in the tender submission based on the contractors physical site assessment	YES	The contractor should use their own gardening tools for the properties (Attachment A). The contractor will also provide their own cleaning equipment and chemicals which are to an Australian standard.

8. DFAT VARIATION

- 8.1 To assist with provision of the Services, DFAT will provide the successful tender with advance notice of at least one month when they will either require gardening services for another property or remove gardening services from a property.
- 8.2 An itemised cost per identified property is required in the event that one is removed. Any new properties to be serviced would be negotiated prior to the commencement of any new works outside Attachment A.
- 8.3 In the event additional services are required for a property this would trigger a negotiation process to ensure DFAT standards are maintained.

9. BASIS OF PAYMENT

- 8.1 DFAT anticipates that the successful Respondent will be paid progressively, monthly in arrears based on pre-agreed rates that apply to defined labour categories, the Services are to be delivered within an agreed maximum (not be exceeded) Contract Price. Respondents are required to monthly invoice to Property section in the Australian Embassy Vientiane. Respondents are requested to submit pricing on monthly basis. Respondents are also required to provide a detailed breakdown of its proposed Contract Price based on its intended approach to the Services.
- 9.2 To assist in the evaluation of the offer, Respondents should distinguish between service fees (that include overheads and profits) and other costs that might be associated with conduct of the assignment, such as travel and accommodation costs to which overhead and profit is not to be applied. These associated costs should be identified as separate line items. Separate line items should include the amount of tax (GST/VAT) associated with each item.
- 9.3 Prices for tendered Services are to be tendered in **USD (United State dollars), and DFAT will make contractual payments on that basis.**
- 9.4 Tendered prices are to be inclusive of all costs of complying with the conditions of this RFQ and associated with providing the Services and carrying out all matters and doing all things necessary for the due and proper performance and completion of the draft Contract. These include licence fees, royalty payments, arranging customs clearance and services of representatives.

-
1. **General:** Quotations should be submitted on the ***Request for Quotation for Services outside of Australia*** form (the quotation form). All the requested details are to be provided in English. Respondents submit the quotation subject to these ***General Conditions of Quotation for Services procured outside of Australia*** and the attached ***Contract for the provision of Services outside of Australia***. DFAT may not accept a quotation and may not issue a contract.
 2. **Amendments and Queries:** This Request for Quotation (RFQ) may be amended upon giving Respondents timely written notice of an amendment. Any queries in respect to this RFQ should be directed to the DFAT Contact Officer noted on the quotation form. If DFAT amends or clarifies any aspect of this RFQ under this clause prior to the quotation closing time then DFAT will issue a formal amendment to the RFQ in the same manner as the original RFQ.
 3. **Clarification:** DFAT may, at any time during the quotation process, seek clarification or additional information from, and enter into discussions or negotiations with, any or all Suppliers in relation to their quotation. In responding to any request for clarification or additional information, the Respondent will not be allowed to substantially tailor or amend their quotation.
 4. **Alternatives:** Offers for alternatives can be submitted where the option to do so was included in the RFQ or agreed in writing with DFAT prior to the submission of the quotation. Alternatives should be submitted with full technical details to enable them to be evaluated.
 5. **Evaluation and Acceptance:** Quotations will be evaluated in accordance with Commonwealth Procurement Rules and policies with particular reference to value for money. The criteria to be applied for the purposes of evaluation are the extent to which the Respondent's offer meets DFAT's requirements set out in the quotation form, the Respondent's capacity to provide the Services, the assessed level of risk arising from the Respondent's offer and the quoted prices and pricing terms. Acceptance of a quotation will occur only when a contract is issued. Unsuccessful Respondents will be notified of the final decision and may request a debriefing.
 6. **Lodgement:** The closing time for submission of quotations is at the time and date specified on the quotation form unless otherwise provided. Extensions to the quotation closing time will be considered only in exceptional circumstances. Any new time limit provided for under this clause will apply equally to all Respondents. Any quotation received after the quotation closing time will be considered as late and only accepted in limited circumstances consistent with Commonwealth procurement policy: [Commonwealth Procurement Rules](#). Respondents should leave sufficient time to lodge their Quotation. If lodged by email, the Respondent should contact the DFAT Contact Officer to confirm receipt of its Response. All files should sufficiently identify the Respondent by including their name. In order to be accepted by the DFAT email gateway, the Respondent's email / files should not exceed 5MB in size. If the Respondent's email / files exceeds this amount, the Respondent should send multiple emails with each email and files sufficiently identified (i.e. email 1 of 2, email 2 of 2). Respondents should ensure that transmission of all files is completed and received by DFAT before Quotation Close.
 7. **Reference Material:** DFAT-nominated specifications, samples, information, and other reference material may be obtained from the DFAT Contact Officer noted on the quotation form. The Respondent is responsible for examining the reference material. At all times the reference material is to remain the property of DFAT. The reference material can only be used for the purpose of preparing the quotation and is to be treated as Commonwealth confidential information in all other respects. The reference material will need to be returned or disposed of securely upon request of DFAT.
 8. **Price Basis:** Quotations should be provided at a firm price. The Contract Price will be inclusive of all taxes, duties and government charges imposed or levied. The Contract Price should include the cost of any packaging, marking, handling, freight and delivery, insurance and any other applicable costs and charges.
 9. **Cost Investigation:** For the purposes of establishing that the quoted price is fair and reasonable and constitutes value for money for DFAT, DFAT staff may, prior to the formation of any resultant Contract, conduct a cost investigation of the quoted price.
 10. **Unpaid Employee Entitlements:** DFAT will not contract with a Respondent which has a judicial decision against it (including overseas jurisdictions but excluding decisions under appeal or instances where the period for appeal or payment/settlement has not expired) relating to unpaid employee entitlements where the entitlements remain unpaid.

-
- 11. Validity:** Quotations should remain open for acceptance for a period of 60 days from the quotation closing time.