



University of South Australia

SUPPLY OF
A POSTAGE, FREIGHT, COURIER, RE-MAIL AND MAILROOM
SERVICE
TO
THE UNIVERSITY OF SOUTH AUSTRALIA

REQUEST FOR TENDER

02 JUNE 2009

LODGEMENT OF TENDERS

Tenders must be lodged in the tender box at the address shown.
Tenders must be in plain envelopes or wrappings endorsed as follows:

MAIL TENDER

Closing Time and Date: 2.00pm Friday 3rd JULY 2009

The Tender Box
University of South Australia
Reception, Level 1, 101 Currie St
ADELAIDE SA 5000

**Note: Tenders for this requirement will not be accepted at any address other than that shown above.
Late tenders will not be accepted.**

EXECUTIVE SUMMARY

The University of South Australia (University) is seeking to enter into a contract for the provision of a Postage, Freight, Courier, Re-mail and Mailroom Service. The service provided will need to include, but may not be limited to:

- Collection, sorting and distribution, of incoming external mail to the University's metropolitan campuses and business locations.
- Collection, sorting, and delivery, of outgoing external mail from the University's metropolitan campuses and business locations.
- Collection, sorting and distribution of internal University of South Australia mail, documents and library materials to and from the University's metropolitan campuses and business locations, with delivery occurring within 24 hours.
- Collection, sorting and distribution of mail (both internal and external) to and from the University's Whyalla campus and Mt Gambier regional centre, including the provision of courier services to/from Adelaide.
- Arranging local, interstate and overseas couriers, parcel delivery and freight services.
- Arranging international re-mail services.
- Tracking all costs incurred by University Cost Centre and invoicing by Cost Centre.
- Providing stocks of postage supplies and prepaid bags.
- Resolving "return to sender" items.
- Providing a bulk mail service.

The University of South Australia invites tenders from interested parties who believe they can provide a responsive and professional standard of service to a complex tertiary environment with specialist needs.

The University's current mailroom and courier services model is summarised in Attachment 6 and is intended to provide tenderers background information only. The University requires tenderers to provide a new/enhanced, modern, cost effective and sustainable mailroom, postage, freight, courier and re-mail solution.

Tenderers must have had experience in providing large scale services and support, similar in nature to those being sought through this Request for Tender, to the tertiary education sector, or to companies or institutions of similar size to the University.

The Contract will be for a term of 3 years commencing on 1 July 2009. The University may, after this time, depending on satisfactory performance and agreement with the Contractor, consider offering a further term of 2 years.

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SECTION A ~ INTRODUCTION

BACKGROUND TO THE UNIVERSITY OF SOUTH AUSTRALIA

The University of South Australia was founded on 1 January 1991 through the amalgamation of the South Australian Institute of Technology and the Magill, Salisbury and Underdale campuses of the South Australian College of Advanced Education. However, it traces its history back to some of the earliest and most influential educational institutions in South Australia, dating back to the nineteenth century, including the South Australian School of Art, and the South Australian School of Mines and Industries. Since its founding, the University has earned a reputation as a national leader in collaborative research and has been recognised nationally for innovation in teaching. The University has South Australia's largest intake of international students.

UniSA is committed to educating professionals; creating and applying knowledge; engaging our communities; maintaining cultural diversity amongst its staff and students; and providing equitable access to education for greater numbers of people. In this way, UniSA continues to build on the long-standing traditions of its antecedent institutions.

The University is spread over five campuses, two in the Adelaide CBD, one each in the Adelaide suburbs of Magill and Mawson Lakes, and one in the regional city of Whyalla, 400 km north of Adelaide. It has recently commenced providing teaching services from its Mt Gambier Regional Centre. In addition, the University carries out its ancillary and support operations from a number of business locations within the Adelaide metropolitan area.

UniSA is a modern, vibrant and successful institution working with industry and community partners to develop a technologically advanced, sustainable and ethical society. UniSA is a global university. A large number of its students come to study from across the world; it delivers its programs at many offshore locations and it has established links with other universities on all continents. UniSA is also one of Australia's largest universities, offering a broad range of study options and a wealth of talented and experienced staff. University life today is about industry relevance and gaining experience as well as knowledge. We pride ourselves on producing graduates with industry experience – graduates who can step directly into a job and contribute immediately.

The University's student population numbers some 31,000+ persons, of whom approximately 9,000 are international students. The University employs around 4,000 staff at its campuses or sites.

- City West
- City East
- Magill
- Mawson Lakes
- Whyalla
- Mt Gambier

PURPOSE OF REQUEST FOR TENDER

The purpose of this Request For Tender (RFT) is to seek submissions from organisations that have proven and demonstrated experience and capability in providing an integrated mail services solution in an outsourced environment.

The University requires tenderers to provide a new / enhanced, modern, cost effective and sustainable mailroom, postage, freight, courier and re-mail solution.

A number of key objectives have been identified by the University in the appointment of a mail service provider:

- Engagement of a 'best in class' Service Provider with proven capability who can provide an efficient and commercially sustainable long term solution;
- Application of robust technology, end to end systems, methodologies, processes and logistics within a framework of professional management;
- Implementation of a cost competitive solution that will deliver superior customer service, quality and reliability throughout the contract;
- Reduce the University's carbon footprint through improved environmental practices;
- Demonstrate continuous improvement through innovation and application of new technologies to deliver new service offerings.

UNIVERSITY PURCHASING AND PROBITY PROCESS

The objectives of the University purchasing process are to ensure the provision of goods and services to meet the needs of the University in the most cost effective and timely manner.

The underlying principle of the purchasing process requires that the procedures and methods adopted are, and are seen to be, beyond reproach. This can only be achieved if:

- a) All who are able to do business with the University are given the opportunity to do so.
- b) The University maintains a reputation for fair dealing in its arrangements with suppliers.
- c) Value for money combined with fitness for purpose are the determining factors in all transactions, ie. the goods and/or services are of satisfactory quality and availability and suitable for the desired purpose, and the prices paid are the lowest obtainable.

The University's probity process will ensure the following:

- a) Members of the Evaluation and Selection Panel will be chosen on the basis of their expertise, relevant experience and impartiality.
- b) All potential respondents will be given equal access to the relevant information.
- c) Evaluation will be carried out against the stated criteria only.
- d) A clear audit trail will be maintained throughout the evaluation and selection process.
- e) All information provided will be kept confidential.

STRUCTURE OF THIS REQUEST FOR TENDER

This Request for Tender (RFT) document is structured in the following manner:

- Section A** The *Introduction*, which provides tenderers with an overview of the University, the University purchasing and probity process, a summary of the structure of this document, and a disclaimer.
- Section B** The *Conditions of Tender*, which provides tenderers with guidance on preparing the tender, information that will need to be included, and the evaluation criteria that will need to be addressed to enable a full and fair comparison of all tenders.
- Section C** The *Statement of Requirement*, which provides tenderers with a brief background to this RFT, and details of the services being sought, together with minimum requirements for support and delivery.
- Attachment 1** *Response Forms* on which tenderers are to supply information sought in this RFT.
- Attachment 2** A *Compliance Checklist* to assist tenderers to submit compliant offers. Tenderers are to return the completed *Compliance Checklist* to address the requirements of clause 4.4 of this RFT.
- Attachment 3** *Pricing schedules to be completed by tenderers.*
- Attachment 4** The *Declaration by Tenderers* through which tenderers declare that the information contained in their tender is true, and which tenderers must complete and sign, and return with their tenders.
- Attachment 5** *Current Mail and Courier Volumes* giving an indication of the number of items processed for the University each year.
- Attachment 6** Summary of *Mail Delivery/Collection & Courier* processes are provided as a guide only to gauge required resource levels, along with maps of each of the University's campuses.

DISCLAIMER

The University is not committed contractually in any way to tenderers to this RFT. This RFT is not an offer. No obligations arise from this RFT and in addition no binding contract whatsoever will be taken to have been entered into in respect of the service until such time as a contract has been executed by the parties.

The issuing of this RFT does not commit or otherwise oblige the University to proceed with any phase or part of the project described herein.

The information, statements and any representations in this RFT or any other documents referred to in this RFT are not exhaustive, may contain errors or omissions and may be incomplete, inaccurate or inadequate for the needs of the tenderer. The tenderer must make its own enquiries and makes its own assessment of the information and documents provided and about any further information or documents required. Notwithstanding whatever information or documents provided or obtained by the tenderer from UniSA or its officer's, employees, consultants, contractors or agents or others or withheld thereby, the tenderer must rely only upon itself and its own assessments of the scope of service and of risks under, and in any way connected with its tender submission.

SECTION B ~ CONDITIONS OF TENDER**1. PREPARATION AND LODGEMENT OF TENDERS****1.1 Further Information - Requests from Potential Tenderers to the University**

1.1.1 Enquiries by potential tenderers for further information, or queries regarding the RFT, should be directed by email to:

E-mail: mary.radimissis@unisa.edu.au

1.1.2 Answers to requests by potential tenderers for further information may be given orally or by written notice (including by faxed notice or by email) from the University, at its sole discretion.

1.1.3 Where, in the opinion of the University, further information provided to one tenderer should be provided to all tenderers, such information would be given the same distribution as the original RFT document.

1.1.4 All contact with tenderers, being verbal, written or in person, and the nature of the contact or response, will be documented.

1.2 Lodgement of Tenders

1.2.1 Tenders must be lodged at the tender box on or before the tender closing time and date stated at clause 1.2.2 below and by the methods outlined within this clause 1.2. **Tenderers will lodge an original plus five hard copies plus one electronic copy of a tender.** The original will be marked as the original and each copy will be sequentially numbered. In the event of any discrepancy between any copy and the original, the original will take precedence. The electronic version must be on a CD, and must be in Microsoft Word format.

1.2.2 Each tender will be enclosed in a sealed envelope or other sealed container, and be endorsed as follows:

“MAIL TENDER

Closing Time and Date: 2.00pm Friday 3rd JULY 2009

The Tender Box

University of South Australia

Reception, Level 1, 101 Currie St

ADELAIDE SA 5000”

1.2.3 Tenders may be hand delivered or couriered to the tender box. Tenders may also be sent through the mail as postal articles for placement in the tender box provided the tenders are received by the closing time and date stipulated in clause 1.2.2.

1.2.4 Tenders must **not** be sent by facsimile machine or email, as security of the tenderer's commercial-in-confidence information cannot be guaranteed.

1.2.5 **Late tenders will not be accepted.**

1.3 Ownership of Tender Documents

1.3.1 All tender documents will become the property of the University upon lodgement.

1.3.2 Intellectual property rights in the tender do not pass to the University with the property in the tender itself. However, by submission of the tender, the tenderer licences the University to use and copy any tender document to the extent necessary to conduct an efficient selection process.

1.4 Alterations and Amendments to Tenders

1.4.1 Tenders containing alterations or erasures, and tenders in which information is not clearly and legibly stated, may be excluded from consideration. The tenderer must initial any alteration made to a tender.

1.5 Supporting Material

1.5.1 Supporting material is material additional to the formal tender and elaborating or clarifying the formal tender, but not altering it in any aspect. Supporting material may be provided by the tenderer or at the request of the University.

1.5.2 Supporting material must be provided by the deadline set for lodgement of tenders, unless specifically requested by the University subsequent to that date.

1.5.3 The submission of supporting material, except where requested by the University, must be clearly indicated in the formal tender, and must include the relevant document name, chapter and page reference where the material can be found.

1.5.4 Packages containing supporting material must be clearly labelled "Supplementary Information – MAIL TENDER".

1.5.5 Unsolicited supporting material received after the lodgement date will not be taken into account in the evaluation of tenders.

1.5.6 Material presented as supporting material, but which effectively alters the formal tender, will not be taken into account in the evaluation of tenders.

2. TENDER RESPONSE

2.1 Tender to Remain Open

- 2.1.1 A tender made in response to this RFT will remain open for acceptance for a period of three months from the closing date of this RFT.
- 2.1.2 An unsuccessful tender will expire on receipt by the tenderer of written notification from the University that its tender was unsuccessful.

2.2 RFT Timeframe

2.2.1 The timeframe proposed for the RFT process is as follows:

- | | |
|--|-----------------------------|
| (a) Publishing of notice of tender | 2 nd June 2009 |
| (b) University presentation to tenderers** | 12 th June 2009 |
| (c) Closure of request for tender | 3 rd July 2009 |
| (d) Completion of tender evaluation | 17 th July 2009 |
| (e) Completion of negotiations by | 3 rd August 2009 |
| (f) Commencement of contract | August / September 2009 |

Tenderers are advised that the timeframe is indicative only, and may be subject to change.

****University presentation to Tenderers**

Tenderers are invited and encouraged to attend a presentation by the University detailing the current mail and courier processes and service delivery model. The presentation will be held on 12 June 2009 at 1pm, level 1, 101 Currie Street Adelaide. Tenderers wishing to attend this presentation **MUST** register their interest including names and titles of attendees via email to mary.radimissis@unisa.edu.au by close of business 10 June 2009

2.3 Offered Prices

- 2.3.1 Offered prices must be in Australian currency and exclude GST.

2.4 GST and Other Government Taxes, Duties and Charges

- 2.4.1 The basis of Australian tax that will apply to a contract entered as a result of success under this RFT is that governed by Australian GST tax legislation, as amended from time to time. Invoicing and receipting procedures for the supplies will be in accordance with *A New Tax System (Goods and Services Tax) Act 1999* ('the GST Act').

2.4.2 Tenderers are advised that, subject to clause 2.4.1 above, all other taxes, duties and charges imposed or levied in Australia or overseas in connection with the performance of a contract, executed as a result of success under this RFT, must be borne by the successful tenderer including but not limited to all/any costs associated directly or indirectly to a Carbon Pollution Reduction Scheme or any such scheme equivalent or otherwise within Australia or abroad and or any other pass through costs..

2.5 Privacy and Confidentiality

2.5.1 All materials and discussions pertaining to this RFT are confidential. Tenderers shall not duplicate, distribute, or otherwise disseminate or make available this document or the information contained in it to a third party, including other University employees, without written consent of the University's representative.

2.5.2 Tenderers may make this document available to those employees within its organisation who have a need to know its contents in order to participate in the preparation of the proposal.

2.5.3 Any information that is submitted in response to this RFT will be considered commercial in confidence by the University and will be used by nominated employees or agents of the University associated with the RFT.

2.5.4 If the tenderer does not agree with the above provisions, the tenderer must return this document and all related materials by Tuesday 12 May 2009.

2.6 Tenderers to Inform Themselves

2.6.1 The onus is on the tenderer to be aware of the contents of this RFT.

2.6.2 Tenderers must specifically respond in order, including reference to the clause number stated in the RFT, to every condition, statement of requirement and query raised in the RFT.

2.6.3 Tenderers are considered to have examined the RFT and any documents referred to in the RFT and any other information made available in writing by the University to tenderers for the purpose of tendering and satisfied themselves as to the correctness and sufficiency of their tenders including tendered prices.

2.6.4 The University will not accept responsibility for any misunderstanding arising from the failure by a tenderer to comply with the statement of requirement or arising from any ambiguity contained in the tenderer's offer. A responding tenderer is encouraged to contact the person identified in clause 1.1.1 of this RFT if they have any queries.

2.6.5 Where proforma documents have been provided, tenders must conform to the proforma. Where no proforma has been provided, tenders should be clear, concise and relevant.

2.7 Costs Bourne by Tenderer

All costs and expenses incurred by the tenderer preparing and submitting its tender must be borne entirely by the tenderer.

2.8 Competition

UniSA wishes to optimise the number of tenderers so as to maximise competition and create an environment which will provide the best value for money for UniSA.

2.9 Meetings

UniSA may from time to time during the evaluation process convene meetings with a tenderer to discuss the issues associated with the tenderers submission and other meetings with tenderers, either individually or collectively to discuss issues associated with the selection process or any other aspect of the service.

2.10 Additional Information

Notwithstanding any other requirements of the RFT, UniSA may require tenderers to submit additional information.

2.11 Proposed Key Performance Measures

It is proposed that performance reviews will be conducted on a quarterly basis, unless performance factors dictate otherwise. The University's Commercial Services team will conduct the performance reviews. Then following is not an exhaustive list and is subject to change.

Measurement	Goal	Measure	Target
Implementation Plan	To implement and achieve agreed outcomes	Operational & performance platform established	Agreed targets completed within agreed timeframe.
Customer Service & Support	Customers expectations are met	Internal customer survey	Minimum score 85%
Operational Capability	Customer demands are met within agreed timeframe	Job reporting mechanism	95% within agreed timeframe
Environmental Compliance	To comply with UniSA standards	UniSA audit	TBA
OHS&W	To comply with UniSA OHS&W standards	Zero Incidents	100%
Innovation	Demonstrated commitment to delivering innovation	Service provider will present a business improvement idea each quarter	Minimum score 90%
Account Management	Deliveries to agreed UniSA expectations	Overall efficiency and robustness of services	Minimum score 90%

Invoicing	100% accuracy of monthly invoicing	Charges are correct and assigned to appropriate cost centres with detailed information	Minimum score 95%
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2.12 UniSA May Rely On Information provided by Tenderers

By submitting an RFT, the tenderer:

- Warrants to UniSA that the information contained in the RFT is accurate and complete as at the date on which it is submitted and may be relied upon by UniSA:
- Undertakes to promptly advise UniSA if it becomes aware of any changes in the circumstances which causes the information contained in its submission to become inaccurate or incomplete in a material respect;
- Acknowledges that UniSA will rely on the above warranty and undertaking when evaluating the tender and
- Acknowledges that UniSA may suffer loss or damage if the tenderer breaches the above warranty and undertaking.

3. TENDER EVALUATION

3.1 Criteria

3.1.1 Tenderers responses to the following criteria will form the basis for the evaluation of the tenders:

- (a) Proven capabilities who can provide an efficient and commercially sustainable long term solution.
- (b) Application of robust technology, end to end systems, methodologies, processes and logistics within a framework of professional management, including training and development of system users.
- (c) Cost competitive solution that will deliver superior customer service, quality and reliability throughout the term of the contract.
- (d) Proven capabilities to reduce the University's Carbon Footprint through improved environmental practices.
- (e) Environmental management systems – The use of environmental management systems within your organisation.
- (f) The use of Quality management systems in the organisation (e.g. ISO9001 etc).

- (g) Continuous improvement through innovation and application of new technologies to deliver new service offerings.
- (h) Financial capacity - provide the last 3 years audited financial statements and an independent full credit report.
- (i) OHS&W management plan and record.
- (j) Industrial relations plan and record.
- (k) Risk management systems – The use of risk management systems with your organisation.
- (l) Transition Plan – the need for stability and continuity of mail and courier service is crucial. Tenderers must include a Transition Plan as part of their submission that addresses the following requirements:
 - 1. Include a plan and approach for familiarising the tenderers organisation with the University’s business and systems environment;
 - 2. Detail proposed strategies for migrating services. Proposed strategies must demonstrate:
 - a. An understanding of the existing business and environments and their objectives and priorities;
 - b. A communication and action plan that will instil confidence in the University community;
 - c. Stability of services
 - 3. Include a work plan that details transition activities.
- (m) The submission of, and the ability to provide, a totally scoped service that provides a quality and cost effective postage, freight, courier, re-mail and mailroom services (including collection, sorting, receipting and distribution) solution to the University.
- (n) Price, in total and for each component of the services, exclusive of GST.
- (o) Location from which the services will be provided. The services may be provided from the Tenderer’s premises, or from one or more of the University’s mail room locations: subject to University’s approval.
- (p) The University’s preference is to deal with one supplier for the provision of the required services. This supplier may provide all aspects of the required services itself, or sub-contract some of the services, subject to the University’s approval.
- (q) The degree of compliance with the requirements of this RFT including the scope of requirement as per clause 7.

-
- (r) Proven ability to provide quality goods, service and support to the tertiary education sector, or to companies or institutions of similar size and having similar complex needs to those of the University.
 - (s) Names and contact details of three referees, along with the nature and volume of services provided to each referee.
 - (t) The nature and scope of any additional services offered.
 - (u) Who will manage the University's accounts, and the systems and procedures that will be utilised in their management.
 - (v) The nature and scope of the service infrastructure including number of staff required, number and type of vehicles to be used, personnel uniforms and identifying logos.
 - (w) The availability of electronic reports that provide, at a minimum, for volumes, weights, destinations and dollar values:
 - (i) transactions for any specified period;
 - (ii) transactions for any specified cost centre;
 - (iii) transactions for any specified service category (outgoing item type; ie. Australia Post article, international letter, domestic courier, etc); and
 - (iv) transactions for any combination of the above criteria.
 - (x) A comprehensive price list for each component, clearly identifying all zones, weight breaks, time frames and any other criteria used in the calculation of costs.
 - (y) Details of any discount structures offered.

3.2 Evaluation Methodology

- 3.2.1 The evaluation of tenders will be undertaken by an Evaluation and Selection Panel and will be against the criteria listed in clause 3.1. The basis of the evaluation will be to determine which tender best meets the requirements of the University.
- 3.2.2 The University reserves the right to seek further information from, or to enter into negotiations with, one or more tenderers prior to finalising the appointment of a Contractor, without notifying other tenderers.
- 3.2.3 Tenderers will be notified in writing of the selection decision.

3.3 Supplier Appointment

- 3.3.1 The University would prefer to appoint a single supplier, but reserves the right to split the provision of the services between two or more suppliers if deemed necessary.

- 3.3.2 The University reserves the right not to appoint any tenderer as the supplier, and not to accept a non-complying tender or the lowest offer.
- 3.3.3 No tender will be deemed as successful or a successful tenderer appointed until the University has notified the tenderer in writing.

4. INFORMATION TO BE PROVIDED BY THE TENDERER

4.1 Profile of the Tenderer

- 4.1.1 Tenderers will provide, in the appropriate response form at ATTACHMENT 1, the following information as part of their tenders:
- (a) Full legal name of tenderer.
 - (b) Any trading or business names.
 - (c) If a company:
 - (i) registered office;
 - (ii) principal place of business and address;
 - (iii) date and place of incorporation.
 - (d) If registered for business purposes in Australia, the tenderer's A.B.N and A.C.N
 - (e) Individual shareholders holding 5% or more of any issued share capital.
 - (f) Any related entity within the meaning of the Corporations Act.
 - (g) Particulars of any petition, claim, action, judgment or decision which would be likely to affect adversely the tenderer's capacity to provide the requirement.

4.2 Further Information - Requests from the University to Tenderers

- 4.2.1 Each tenderer will nominate a person to answer any queries that may arise during the examination of tenders. The name, title, address, e-mail address, telephone and facsimile numbers of that person must be included in the Declaration by Tenderers at ATTACHMENT 4.
- 4.2.2 Where it is necessary for the University to direct specific queries to tenderers during the evaluation process, the tenderer will be requested to respond in writing to such queries and must do so within the timeframe agreed. Where answers to specific queries are not provided promptly, assessments will be based on the information provided in the tender submitted.

4.3 Subcontracts

- 4.3.1 Tenderers are advised that the Contractor must not subcontract the whole of its obligation under the Contract but may subcontract part of its obligation. Whilst it is preferable to appoint a single sole service provider, UniSA will give consideration to

an arrangement whereby the Prime service provider engages a third party subcontractor to deliver a service component. In this scenario the contract will be between UniSA and the Prime, which will be responsible for managing all aspects of the subcontractor deliverables, including meeting all performance targets. Any subcontract arrangements are required to be disclosed as part of the RFT response.

- 4.3.2 Tenderers will provide, in the appropriate response form at ATTACHMENT 1, the names, addresses and e-mail addresses of subcontractors and other details of current and proposed subcontracts for elements of the offered services that will be major in terms of quality, technical significance or price.

4.4 Statement of Compliance

- 4.4.1 Tenderers will complete and return the Compliance Checklist at ATTACHMENT 2 that addresses each clause of the RFT.

- 4.4.2 Where there is no response to a clause, the tenderer will be deemed, for evaluation purposes, as not complying.

- 4.4.3 Where tenderers wish to place conditions upon complying with individual clauses (partial compliance), or do not wish to comply with a clause (non-compliance), tenderers should detail the extent of and reasons for such partial or non-compliance.

4.5 Service Related Issues

- 4.5.1 Tenderers will ensure that their tender provides the University with details and information sufficient to assure the University that:
- a) The tenderer's company infrastructure, staff resources and financial basis will support the provision of the services proposed by the tenderer.
 - b) Service levels being offered will be guaranteed and maintained to meet the University's needs and requirements throughout the term of the service provision, and any extension beyond that.
 - c) The tenderers information systems will provide all service provision information required by the University including:
 - (i) Electronic reports by University cost centre on its mail usage and costs.
 - (ii) Identifying potential short and long term, financial and non-financial, improvements which may result in more efficient or cost effective mail services for the University.
 - d) The tenderer complies with all Commonwealth government affirmative action, occupational health and safety, and environmental protection policies.

4.6 Price Variation

- 4.6.1 Tenderers will stipulate, in the appropriate response form at ATTACHMENT 1, whether the offered prices are to remain firm over the entire term of the Contract or are to be subject to review at a later date, and if so how this will be quantified.
- 4.6.2 Prices must remain firm for at least the first twelve months of the Contract, prior to any review taking place.

4.7 Insurances

- 4.7.1 Tenderers must maintain and provide evidence of public liability insurance of not less than \$20M each occurrence and Professional Indemnity cover of \$10M.
- 4.7.2 Tenderers will provide full details of available transit cover insurance, including but not limited to, details of excluded commodities, excluded destinations, and all associated charges.

5. FACILITIES TO BE PROVIDED BY THE UNIVERSITY**5.1 Mailroom**

- 5.1.1 The Services may be provided either on campus or from the Tenderer's own premises. If required, the University may make available, at a cost, a mail sorting facility at one or more of its metropolitan campuses.

SECTION C ~ STATEMENT OF REQUIREMENT

6. BACKGROUND TO THE REQUIREMENT

6.1 Current Mail & Courier Services

6.1.1 The University's current mail and courier services are summarised in the document set out at ATTACHMENT 6. In summary, these services include:

- (a) Sorting, delivery and distribution of incoming Australia Post mail items delivered to each of the campuses.
- (b) Collection, sorting and distribution of internal University mail.
- (c) Collection and sorting of outgoing mail items, for lodgement in the Australia Post network to meet closing times on that business day.
- (d) Collection of overseas re-mail and courier items, and outgoing lodgement with the contractor's distribution and service network for Australian and overseas delivery destinations.
- (e) Collection, sorting and distribution of library items by campus which have very tight time specific requirements. (refer to page 19 of ATTACHMENT 6)
- (f) Electronic recording costs of postage, couriers, prepaid bags, postage supplies, etc by cost centres.
- (g) Resolution of "return to sender" items.

6.1.2 The current mail services generally operate on the basis of a twice daily delivery and collection (morning and afternoon), although some buildings receive varying levels of service.

6.1.3 Statistics are available at ATTACHMENT 5 on the volumes of external mail, courier and freight items despatched under the current mail services. The figures contained within ATTACHMENT 5 are based on historical data and estimate and are indicative only. They are supplied as a guide to prospective respondents and as such no warranty of their accuracy or continuing trends is given.

6.2 Changing Environment of the University

6.2.1 Many staff and department locations change on a regular basis and the successful tenderer will be required to manage these ongoing changes, adjusting sorting requirements and varying delivery schedules when necessary.

7. SCOPE OF THE REQUIREMENT

7.1 Postage and Mail Runs

7.1.1 Maps of each campus, including a list of locations by campus, the current timing of mail collection and delivery runs to each location, and the current mail process, have

been included at ATTACHMENT 6 to assist tenderers with the scoping of their proposed service.

- 7.1.2 The timing of deliveries must be concurrent with the timing of collections.
- 7.1.3 The University encourages tenderers to offer alternative scheduling if they feel this could more effectively and efficiently meet the University's requirements.
- 7.1.4 Deliveries and collections must be made only via satchels or mail bags. Mail must not be delivered or collected in the hand.

7.2 Local Courier and Freight Services

- 7.2.1 Local courier and freight services shall include the door to door pick up and delivery of parcels, generally weighing not more than 100 kilograms, within the Adelaide metropolitan area.
- 7.2.2 Local courier and freight deliveries must be signed for on receipt.
- 7.2.3 Local courier and freight services must be available with a minimum of the following levels of service:
 - (a) Overnight service – ie. pick-up before 5.00pm and delivery before 10.00am on the next working day.
 - (b) Same day service – ie. pick-up before 12.00pm noon and delivery by no later than 5.00pm on the same day.
 - (c) Routine service – ie. pick-up within one (1) hour of booking and delivery within two (2) hours of pick-up.
 - (d) Express service – ie. pick-up with fifteen minutes of booking and delivery within 60 minutes of pick-up.

7.3 Australia-wide Courier and Freight Services

- 7.3.1 Australia-wide courier and freight services shall comprise the door to door pick up and delivery of parcels/items of any weight within Australia from:
 - (a) Capital cities to other capital cities.
 - (b) Capital cities to/from country areas.
 - (c) Country areas to other country areas.
- 7.3.2 Domestic courier and freight services shall be available with a minimum of the following levels of service:
 - (a) Same day service - pick up before 12.00pm noon and delivery by 5.00pm on the same day.

- (b) Overnight service - pick up before 5.00pm and delivery by no later than 12.00pm noon on the next working day.
- (c) Routine Service – pick- up and delivery of articles for which there are no specific timeframes.
- (d) Prepaid satchels – 1, 3 and 5 kg.
- (e) Return unopened, undeliverable items at no additional cost to the University.

7.3.3 The basic charge (inclusive of the first kilogram) and additional kilogram rate for a consignment from Adelaide to each of the destinations listed in ATTACHMENT 3. The form at ATTACHMENT 3 must be completed and submitted as part of the RFT response.

7.4 International Courier and Freight Services

7.4.1 International courier and freight services shall comprise the pick-up and delivery of time-sensitive articles (document or non-document) that require priority and/or urgent delivery (including proof of delivery), desk to desk.

7.4.2 Tenderers are to provide details on the following:

- (a) Zones applicable to the International Courier and Freight Service and the relevant charges by service type and weights for each zone.
- (b) Details of the countries/capital cities they service.
- (c) The delivery times from Australia to each of the destination zones.
- (d) Weight limits (if applicable).
- (e) If there are different classes of services within the services provided.
- (f) If there are any additional charges or restrictions on pick up or delivery of articles within Australia.

7.4.3 International courier and freight services shall be available with a minimum of the following levels of service:

- (a) Express Service - door to door pick-up and delivery as soon as possible; standard time frames to be specified for each zone.
- (b) Economy Service - door to door pick -up and delivery of articles for which there are no specific timeframes.
- (c) Return unopened, undeliverable items at no additional cost to the University.

7.4.4 Tenderers will be required to provide the following:

- (a) An as required collection service from designated pick-up points within the University's campuses or business locations.

- (b) Packaging, ie. satchels and small cartons to ensure safe transport of articles (document and non-document).
- (c) Notification, as soon as practicable, to the sender's area of the University of all lost and/ or damaged articles (document and non-document).
- (d) The weighing and measurement of all individual articles to be transmitted via the international courier service.
- (e) Systems to enable the tracking of articles and confirmation of delivery, and status reports as required.
- (f) The return, unopened, of all undeliverable items on a weekly basis at no additional cost to the University.

7.5 International Re-mail Services

7.5.1 International re-mail shall comprise the pickup of articles (document or non-document) in Australia, for bulk transport to and postage in the country of destination.

7.5.2 Tenderers must provide information on the following:

- (a) Zones applicable to the international re-mail service and the relevant charges.
- (b) Details of the countries/capital cities they service.
- (c) The delivery times from Australia to each of the destination zones.
- (d) Weight limits (if applicable).

7.5.3 International re-mail services are required to cover the following:

- (a) Pick-up and international transmission of articles that attract no duty charges.
- (b) Pick-up and international transmission of articles that attract a duty charge.

7.5.4 Tenderers will be required to provide the following:

- (a) A daily collection service from designated pick-up points within the University's campuses or business locations.
- (b) Packaging, ie. satchels and small cartons to ensure safe transport of articles (document and non-document).
- (c) Notification, as soon as practicable, to the sender's area of the University of all lost and/ or damaged articles (document and non-document).
- (d) Systems to enable the tracking of articles and confirmation of delivery, and status reports as required.
- (e) The return, unopened, of all undeliverable re-mail items on a weekly basis at no additional cost to the University.

7.6 Existing Mail Categorisation System

7.6.1 The University currently utilises a coloured bag system to categorise mail by campus, for internal delivery, and lodgement with Australia Post, as follows:

- (a) blue bag - City East;
- (b) black bag - City West;
- (c) red bag – 101 Currie St & Special cost Centre Codes via City East mailroom
- (d) yellow bag - Mawson Lakes;
- (e) green bag - Magill.

Tenderers may specify the continuation of this system, or specify their own system.

7.7 Mailroom Facility

7.7.1 As previously stated in clauses 3.1.1 and 5.1.1, the services may be provide either on campus or from the Tenderer's own premises.

7.8 Staff

7.8.1 Tenderers must specify the number of staff required to deliver the mail services.

7.8.2 The effective delivery of the services will be dependant upon the skills base of the staff delivering the services. Any staff employed in delivering the services will be required to:

- (a) Have a thorough operational knowledge of the University's mail requirements.
- (b) Be proficient in speaking, reading and writing the English language.
- (c) Have interpretive abilities of a standard suitable for making optimum use of University site maps, guides and directories.
- (d) Have computer skills of a standard which will facilitate their access to University staff and location information available through the University web site.
- (e) Undergo and pass an Australian Federal Police check.

7.9 Vehicles

7.9.1 Tenderers must specify the number, type, age, colour, whether ULP, Diesel or LPG of vehicles required to deliver the mail services.

7.9.2 Drivers will be immediately contactable via CB radio or mobile telephones.

7.10 Freight Management System/s

7.10.1 All freight and courier services shall be provided under a freight management system/s having the following capabilities including the provision of system training of key users:

- (a) 24 hour electronic article tracking and coordination;
- (b) production of proof of delivery;
- (c) production of statistical data in agreed formats (refer clause 3.1.13(w)); and
- (d) production of monthly reports in agreed formats (refer clause 3.1.1).

7.11 Document and Non-Document services

7.11.1 Tenderers must know or be able to obtain all relevant information on the definition of 'Document' and 'Non Document' services in the different countries. That is, where commercial invoices, customs declarations, etc. are needed and where they are not.

7.12 Dangerous Goods

7.12.1 Tenderers must have a demonstrated ability to transport dangerous goods in accordance with all relevant regulations. Any requirement for the pick up and delivery of dangerous goods shall be in accordance with, but not limited to, the following:

- (a) Road and rail freight of dangerous goods shall be in accordance with the Australian Code for the Transport of Dangerous Goods by Road and Rail, as amended from time to time, and.
- (b) Transport of dangerous goods by air shall be in accordance with the Civil Aviation Act 1988, as amended from time to time.

7.13 Stationery

7.13.1 Tenderers will include in their pricing the provision of all documents, forms, pre-printed consignment notes, labels and/or satchels, as required to enable the services to operate effectively.

ATTACHMENT 1

RESPONSE FORMS**Clause 4.1.1 - Profile of Tenderer**

Full legal name of Tenderer	
Any trading or business name	
If a company: <ul style="list-style-type: none"> - registered office - address of principal place of business - date and place of incorporation 	
If registered for business purposes in Australia, the A.B.N and A.C.N	
Individual shareholders holding 5% or more of any issued share capital	
Related entities within the meaning of the Corporations Act	
Particulars of any petition, claim, action, judgement or decision which would be likely to affect adversely the tenderer's capacity to provide the requirement	

Clause 4.3.2 - Subcontracts

Name, address, e-mail address, and telephone and facsimile numbers of subcontractors, and other details of current and proposed subcontracts for elements of the offered services that will be major in terms of quality, technical significance or price	<ol style="list-style-type: none">1.2.3.4.5.6.
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ATTACHMENT 2

COMPLIANCE CHECKLIST**SECTION A ~ INTRODUCTION**Noted **SECTION B ~ CONDITIONS OF TENDER**

Clause	Noted	Compliant	Non-compliant/partially compliant	Explanation included
1.1 1.1.1	<input type="checkbox"/>			
1.1.2	<input type="checkbox"/>			
1.1.3	<input type="checkbox"/>			
1.1.4	<input type="checkbox"/>			
1.2 1.2.1	<input type="checkbox"/>			
1.2.2	<input type="checkbox"/>			
1.2.3	<input type="checkbox"/>			
1.2.4	<input type="checkbox"/>			
1.2.5	<input type="checkbox"/>			
1.3 1.3.1	<input type="checkbox"/>			
1.3.2	<input type="checkbox"/>			
1.4 1.4.1	<input type="checkbox"/>			
1.5 1.5.1	<input type="checkbox"/>			
1.5.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
1.5.3	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
1.5.4	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
1.5.5	<input type="checkbox"/>			
1.5.6	<input type="checkbox"/>			
2.1 2.1.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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2.2.2	<input type="checkbox"/>			
0 2.3.1	<input type="checkbox"/>			
2.4 2.4.1	<input type="checkbox"/>			
2.5 2.5.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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2.5.3	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.5.4	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.6 2.6.1	<input type="checkbox"/>			
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2.8	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.9	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.10	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.11	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
2.12	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>

Section B (cont.)

Clause	Noted	Compliant	Non-compliant/partially compliant	Explanation included
3.1 3.1.1 (a)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (b)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (c)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (d)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (e)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (f)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (g)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (h)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (i)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (j)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (k)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (l)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (m)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (n)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (o)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (p)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (q)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (r)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (s)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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3.1.1 (u)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (v)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
3.1.1 (w)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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3.1.1 (y)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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3.2.3	<input type="checkbox"/>			
3.3 3.3.1	<input type="checkbox"/>			
3.3.2	<input type="checkbox"/>			
3.3.3	<input type="checkbox"/>			
4.1 4.1.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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4.2.2	<input type="checkbox"/>			
4.3 4.3.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.3.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.4 4.4.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.4.2	<input type="checkbox"/>			
4.4.3	<input type="checkbox"/>			
4.5 4.5.1(a)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.5.1(b)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.5.1(c)(i)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.5.1(c)(ii)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.5.1(d)	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.6 4.6.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.6.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
4.7 4.7.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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5.1 5.1.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>

SECTION C ~ STATEMENT OF REQUIREMENT

Clause		Noted	Compliant	Non-compliant/partially compliant	Explanation included
6.1	6.1.1	<input type="checkbox"/>			
	6.1.2	<input type="checkbox"/>			
	6.1.3	<input type="checkbox"/>			
6.2	6.2.1	<input type="checkbox"/>			
7.1	7.1.1	<input type="checkbox"/>			
	7.1.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
	7.1.3	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
	7.1.4	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>

Section C (cont'd)

Clause	Noted	Compliant	Non-compliant/partially compliant	Explanation included
7.2 7.2.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.2.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.2.3	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.3 7.3.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.3.2	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.3.3	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
7.4 7.4.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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7.7 7.7.1	<input type="checkbox"/>			
7.8 7.8.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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7.9 7.9.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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7.11 7.11.1	<input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>
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ATTACHMENT 1

Response to clause	Completed	Not completed	Explanation included
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4.3.2	yes <input type="checkbox"/>	yes <input type="checkbox"/>	yes <input type="checkbox"/>

ATTACHMENT 3

Pricing Schedules	Completed <input type="checkbox"/>
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ATTACHMENT 4

Declaration by Tenderer	Completed <input type="checkbox"/>
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ATTACHMENT 3

Please describe in detail your proposed service delivery model.

Mailroom Services	Annual Fee (Ex GST)
Management / Service Fee	\$
Internal Fixed Courier Service Charges	\$
TOTAL ANNUAL FEE	\$
<i>Please detail operational assumptions used in calculating the above fee.</i>	

International Mail Services Rates (Ex GST)

Air Mail Letters up to 500g	\$ Each	\$ Per kg	Comments
New Zealand			
Asia Pacific			
Japan			
USA/Canada			
Middle East/Mexico			
UK			
Europe			
Rest of World			
Air Mail Parcels < 2kg	\$ Each	\$ Per kg	Comments
New Zealand			
Asia Pacific			
Japan			
USA/Canada			
Middle East/Mexico			
UK			
Europe			
Rest of World			
Air Mail Parcels < 20kg	\$ Each	\$ Per kg	Comments
New Zealand			
Asia Pacific			
Japan			
USA/Canada			
Middle East/Mexico			
UK			
Europe			
Rest of World			

Other Services

	\$ Each	Comments
Delivery Confirmation		
Person-to-Person		

Please provide any additional information relating to International Mail pricing in the above tables.

Postage Pricing Australia wide– Small Letters (Ex GST)

Small Letters	Cost \$ per item	Comments
DL envelope		
DL Bulk		
<i>Other Services</i>		
Registered Post		
Delivery Confirmation		
Person-to-Person		

Postage Pricing Australia wide (Ex GST)

Ex- Adelaide	\$ Cost per kg			\$ Cost per item		
To:	0-250g	251-500g	>500g	0-250g	251-500g	>500g
Adelaide						
Sydney						
Melbourne						
Brisbane						
Perth						
Tasmania						
NT						
SA Country						
NSW Country						
Vic Country						
QLD Country						
WA Country						
NT Remote						
Canberra						

Ex- Whyalla	\$ Cost per kg			\$ Cost per item		
To:	0-250g	251-500g	>500g	0-250g	251-500g	>500g
Adelaide						
Sydney						
Melbourne						
Brisbane						
Perth						
Tasmania						
NT						
SA Country						
NSW Country						
Vic Country						
QLD Country						
WA Country						
NT Remote						
Canberra						

Other Services (Ex GST)

	\$ Each	Comments
Registered Post		
Delivery Confirmation		
Person-to-Person		

Additional information relating to the above Postage pricing.

Local adhoc Courier Services Rates (Ex GST).

Vehicle Type (ie Car, Van, truck etc)	Service Type (Priority, express etc)	Delivery Area (ie CBD, Metro etc)	Max Weight kg	Max Size	Estimated Time to collect (minutes)	Waiting Time in minutes (free of charge)	Delivery Time in minutes (incl pick up time)	Price \$ per hour	Price per Item	Price per Job

Australia - wide Courier and Freight Services Rates (Ex GST)

From ADELAIDE to		1 kg	3 kg	5 kg
Sydney	Same day			
	Over night			
	Routine			
Canberra	Same day			
	Over night			
	Routine			
NSW Country	Same day			
	Over night			
	Routine			
Melbourne	Same day			
	Over night			
	Routine			
Vic Country	Same day			
	Over night			
	Routine			
Brisbane	Same day			
	Over night			
	Routine			
Qld Country	Same day			
	Over night			
	Routine			
SA Country	Same day			
	Over night			
	Routine			
Perth	Same day			
	Over night			
	Routine			
WA Country	Same day			
	Over night			
	Routine			
Hobart	Same day			
	Over night			
	Routine			
Tas Country	Same day			
	Over night			
	Routine			
Darwin	Same day			
	Over night			
	Routine			
Alice Springs	Same day			
	Over night			
	Routine			
NT Country	Same day			
	Over night			
	Routine			

The flat rate for the following weight breaks
(inclusive of the cost of 5 minutes waiting time at consignment pick up and exclusive of GST)

25 kg	50 kg	100 kg	150 kg

Mailroom Consumables – Price List (Ex GST)

Product Name	Description	Price \$ Per Item
Pre Paid Satchels Australia Wide		
1kg		
3kg		
5kg		
Express Post Product range		
Post Pak Product range		

ATTACHMENT 4**DECLARATION BY TENDERER**

The tenderer offers to provide the services described at the prices offered and on the conditions set out in this Request for Tender.

The tenderer declares that the information contained in this tender is true and correct.

Name:	Signature:
Official Position Held:	Date:
Duly Authorised to Sign Tenders for and on Behalf of (<i>state full name of Company</i>):	
Registered Address:	
Postal Address:	
E-mail Address:	
Refer Enquiries to: (<i>please print</i>)	Telephone: ()
	Facsimile: ()

ATTACHMENT 5

CURRENT APPROXIMATE MAIL VOLUMES – NOTE THE UNIVERSITY DOES NOT WARRANT THE ACCURACY OF THESE FIGURES. THESE ARE INTENDED AS A GUIDE ONLY.

	Full Year 2008
Domestic Mail (Outgoing)	
Standard Letters (DL envelopes)	704,000
Large Letters	227,000
Registered Mail	7,000
Small Parcels (<500g)	6,000
Regular Parcels (>500g)	55,000
Express Post Items	4,000
International Mail (Outgoing)	
International Small Letters	44,000
International Large Letters	9,000
International Parcels	4,000
Courier Articles (Outgoing)	
Australia wide	30,000
International	7,000

ATTACHMENT 6

Current Mail Delivery/Collection & Courier process (PDF document attached)

The University's current mailroom and courier services model is summarised in Attachment 6 and is intended to provide tenderers background information only. The University requires tenderers to provide a new/enhanced, modern, cost effective and sustainable mailroom, postage, freight, courier and re-mail solution.

Campus Maps can be accessed via the following link:

<http://www.unisa.edu.au/about/campuses/default.asp>