



Ministry of Foreign Affairs

## Request for Information

Ministry of Foreign Affairs of the Netherlands

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Technical Maintenance

for

The Embassy of the Kingdom of The Netherlands in New Delhi

Contact	Manfred Sijm
Date	18-06-2018
Reference	354102
Status	Final

# 1. General

## 1.1. Introduction

The State of the Netherlands, for present purposes, 3W (World-Wide Working) – the shared services organization of the Ministry of Foreign Affairs wishes to gain market information in order to determine the market potential for output based maintenance of the technical installations at the Embassy of the Kingdom of The Netherlands in New Delhi. This Request for Information relates to the market consultation, which is a self-contained procedure and precedes the possible contract award procedure.

The announcement of this market consultation has recently been published in and through your email message you acknowledged your interest in the receipt of the Request for Information.

To avoid misunderstandings, it is stipulated that this market consultation is not the start of a contract award procedure. Participating in this market consultation does not entitle you to invoke any right to receive a future contract award procedure; neither is participating in this market consultation a prerequisite for receiving such a request.

## 1.2. The Contracting Authority

Contracting Authority is the State of the Netherlands, for present purposes, 3W (World-Wide Working) is the shared services organization of the Ministry of Foreign Affairs.

3W stand for Working Worldwide, and is the state wide shared services organization that delivers products and services to support those working, traveling and staying abroad for the Dutch government.

The products and services 3W delivers for all Ministries are diverse. Among other things these products and services consist of abroad-allowance, local staff, diplomatic courier service, information to expatriate employees and partners, information about working for the European Union, assistance to brief missions, diplomatic passports and visa, accommodating of embassies and representations. For more general information about the Ministry of Foreign Affairs, see:

<https://www.rijksoverheid.nl/ministeries/ministerie-van-buitenlandse-zaken>

## 1.3. Contacts

Contact for this market consultation is Manfred Sijm. Email address is [manfred.sijm@minbuza.nl](mailto:manfred.sijm@minbuza.nl). All communication concerning this market consultation should be via the above-mentioned contact. Participants are prohibited to contact other representatives of the Contracting Authority concerning this market consultation.

## 1.4. Content of this Request for Information

This document describes the procedure for this market consultation and contains the applicable rules and regulations. Included herein is a description of the objectives of this consultation and the intentions of the Contracting Authority regarding the prospective contract.

Chapter 2 provides the objectives of this market consultation. Chapter 3 outlines the maintenance objectives that the Contracting Authority, dependent on the outcome of this market consultation, is considering to tender for the Embassy of the Kingdom of The Netherlands in New Delhi.

Chapter 4 describes the procedure of this market consultation and Chapter 5 specifies the terms and conditions applicable to this market consultation.

In Annex 1 you will find the list of questions.

We request you to answer these questions using the answer format included in Annex 1, and to return the completed form to the Contracting authority by email.

## **2. General objectives of this market consultation**

The Contracting Authority intends to start a contract award procedure for output based maintenance of our technical installations at the Embassy of the Kingdom of The Netherlands in New Delhi.

In preparation of this procurement, the Contracting authority wants to present interested suppliers some questions. The answers to these questions can contribute to the initiation of a professional contract award procedure that reflects the reality of the current state of the market.

With this market consultation, the Contracting authority aims to establish the amount of interest in this tender and to experience the possibilities and impossibilities, specifically as to output based maintenance, in the market. Information provided and answers to questions received by participants will serve as one of the sources of information to base the tender documents on.

Next to this, based upon the information provided the Contracting Authority will make a selection of the best five (5) participants to the market consultation deemed suitable for further participation in the possible contract award procedure.

## **3. The Maintenance challenge**

### ***3.1. General scope technical maintenance***

The Ministry of Foreign Affairs of the Netherlands is examining the possibility of outsourcing its Technical maintenance for the Embassy of the Kingdom of The Netherlands in New Delhi. The Ministry has entrusted the maintenance tasks to 3W World Wide Working. The housing abroad and maintenance organization is one of the main responsibilities of 3W

### ***3.2. General scope***

In general, the following technical installations are maintained:

Simple and central sophisticated air-conditioning and heating and cooling systems, cold water aggregates, multi-split unit systems, water systems with pressure boosting and filtering, buffering systems, boiler systems, plumbing and sewage systems, fire prevention and suppression systems, elevators. The electrical installations consist of high-voltage equipment, transformers, UPS and emergency power generators, low voltage installation, lightning systems, lighting systems, building management, fire alarm in intrusion systems, CCTV, access and evacuation system.

### ***3.3. The main policy principles for technical building maintenance***

- The client 3W worldwide unburden in the plant-engineering, electrical engineering and transportation (elevators) maintenance for the worldwide embassy premises;
- A customizable and specific maintenance methodology developments for a unique quality of maintenance on the aspects of health, safety, reliability and investment;
- The buildings maintained to a standardized condition method (NEN 2767 or equivalent) and the client in a uniform and unambiguous reports;
- The portfolio maintenance information should be unambiguous and digitally processed in a software system that progress can be consulted by the ministry through internet;
- Preparation of risk analyse in the field of management and maintenance and inform the client proactive about planned activities and identification of major repairs;
- Generate global real estate analysis and investment models for maintenance.

### ***3.4. The main objectives of the New Delphi contract***

- The primary objective the full, integral contracting of technical maintenance with the preference of selecting just one supplier. At present various suppliers are performing maintenance services and we want to bring this back to just one supplier;
- Initial contract period six years, with an option of extending it for two times one year;
- Indicative planning of the potential upcoming tendering procedure: in 3<sup>rd</sup> quarter 2018 the submission of the tender documents with the aim to have the contract in place before 2019; Please note that this is very indicative and no rights can be derived from this indication;
- The main importance here is to unburden the Embassy by entrusting the 'management, organization and execution' of the maintenance to one supplier;
- The contract philosophy is preferably the 'performance-oriented' work based on condition-based maintenance (NEN2767 or equivalent). Our preference is that the contractor will prescribe, plan and organize his work as much as possible in cooperation with the Contracting Authority;
- The primary embassy processes (living, working, meeting) must be guaranteed at all times by the new maintenance contract;
- The safety and health aspects are important in maintaining the quality and performance of the installations;
- The tender is mainly aimed at proactive maintenance where the use of digital systems such as BMS and Workflow systems are stimulated;

- The performance of contractors and progress of work will frequently be measured through Key Performance Indicators.

## 4. Procedure market consultation

### 4.1. Submission information

Respond by using Annex 1 and insert your answers under each question. You may enclose additional information in the form of annexes to provide supporting evidence where this is explicitly required in Annex 1. Answering questions in the market consultation should be done digitally using the Annex 1, which should be sent to [manfred.sijm@minbuza.nl](mailto:manfred.sijm@minbuza.nl). The deadline date for submitting the information is **Monday 9 July 2018**.

### 4.2. Evaluation of the information received

After the answers to the questions given by the participants are received, the Contracting Authority conducts an evaluation.

The evaluation of the information provided by the candidates shall take place on the following:

1. Compliancy to the requirement specified in Annex 1  
All requirements are to be complied with. Not meeting a requirement will lead to exclusion in the further contract award tendering procedure.
2. Evaluation of the information requested for in Annex 1  
The reference projects and answers given will be evaluated and scored based upon the extent in which the information provided is expected to contribute to the objectives and scope of our maintenance challenge (Chapter 3).

The more complete the information is provided by candidates that meets the SMART criteria (specific, measurable, achievable, realistic and time-related), the more likely it will contribute to a higher score.

For verification purposes the Contracting authority may request further clarification of the information provided. This may include the request for further information from you or your reference contact person on paper, by phone, conference call, video or face to face interview.

### 4.3. Feedback outcome

The Contracting Authority will treat all the reactions received as confidential. These reactions are not published. Each participant will receive feedback.

### 4.4. Planning

For this market consultation the Contracting Authority is planning as follows:

Activities	End date
Publishing / start market consultation	June 18, 2018
Submitting answers	July 9, 2018
Analysis and evaluation of the response	July 13, 2018
Feedback	July 17, 2018

## 5. Terms and conditions for this market consultation

The following terms and conditions apply to this market consultation:

1. Through this Request for Information the Contracting Authority wishes to gain market information and wishes to pre-select candidates for the possible upcoming contract award procedure
2. This market consultation is not part or start of a possible tender but is merely a market consultation and stands on its own;
3. The Contracting Authority reserves all rights with regard to this market consultation;
4. Participating in this market consultation does not constitute any right to any assignment;
5. Cost for participating in this market consultation will not be compensated by the Contracting Authority;
6. Participants accept that information provided to the Contracting Authority may be used without disclosing participants identity to formulate requirements in a possible contract award procedure;
7. Information provided by the Contracting Authority in this market consultation may differ from information provided in a possible contract award procedure;
8. The contribution of participants will be treated confidential as much possible, considering in any case the legitimate (commercial) interest of participants;
9. This market consultation is conducted in the English language;
10. Claims concerning the use of the information provided, confidentiality, or claims for compensation in this regard will not be accepted;
11. By participating in this market consultation participants acknowledge acceptance of all terms and conditions of this market consultation.
12. Exclusively Dutch law governs this market consultation. Disputes regarding this market consultation can only be tried at the Rechtbank of Den Haag (Judicial Court in The Hague).

# Annex 1 Candidate Response Document

## 0. General information Candidate

General information Supplier	Candidate to complete:
Name Supplier	...
Contact person	...
Address	...
Phone number	...
Email	...
Internet	...
Business form	...
Year of establishment	...

## 1. Requirements

Nr.	Requirement	Candidate to complete: Yes/NO
1.1	<p>Experience: Minimal two expertly regularly executed contracts whereby your company was in charge of managing and executing integral technical building maintenance for an office or comparable building with:</p> <ul style="list-style-type: none"> <li>- a gross floor area of more than 1000 m2;</li> <li>- with sophisticated climate control, electrical, mechanical and installations. See chapter 3.2 General scope for example.</li> </ul> <p>Experience should be from 2015 and beyond and the contract duration should be a year as a minimum.</p> <p><u>Supporting evidence</u> Provide as attachment to this Annex 1, two (2) references with description and contact details of the customer, content of the contract, characteristics, duration and amount Maximum 2 references. Half page per reference. Use Verdana 9 character type and size.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.2	Sufficient communication skills (B2 level according to CEFR both written and oral in English) within the organization available during the further tender procedure and during the execution of the contract to successfully perform the services	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.3	Registered in Chamber of Commerce	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.4	Financially sound, not in state of bankruptcy, insolvency, into arrangements with creditors, not suspended business activities and not any analogue situation applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/>

## 2. Information

Nr.	Question	Candidate to answer (SMART)
2.1	Besides the experience described for the reference projects, please explain your further company experience and expertise in the area of maintaining technical installations for buildings and why you think this is relevant or benefit for this project.	...
2.2	Which technical maintenance disciplines does your company have? Please specify the number of employees of each discipline and the average level of education.	...
2.3	Does your company have quality certificates and with which international standards are they comparable?	...
2.4	Explain the management methods your company uses to manage and plan maintenance works.	...
2.5	Explain what kind of software you use to manage and plan maintenance works.	...
2.6	Explain how your company communicates, reports and advises its customers.	...
2.7	Does your company uses ICT platforms like web-based sites or other means to communicate or inform customers.	...
2.8	Explain to what extent your company complies to OHSAS 18001:2007 Occupational Health and Safety Management Certification or equivalent.	...
2.9	Explain to what extent your company complies to International Labour Standards on Forced labour or equivalent	...

## 3. Others

The information requested below can help us to better organize the contract award procedure. This information will not be evaluated as part of the selection of the five best candidates.

Nr.	Question	Candidate to answer
3.1	What questions did you miss? Which additional recommendations and / or recommendations do you consider important for the Contracting Authority and do you want to submit?	...
3.2	What risks and points of attention with regard to output based maintenance do you want bring forward?	...
3.3	Others?	...