SCOPE OF WORK – ELECTRICAL SUPPLIES AND MAINTENANCE SERVICES IN HANOI

This is a solicitation for a vendor to provide Defense POW/MIA Accounting Agency (DPAA), U.S. Embassy Hanoi with a contract for Electrical Supplies and Maintenance Services in Hanoi for DPAA during the period from 01 Jan 2020 to 31 Dec 2021 The Contractor shall provide all electrical supplies and maintenance services as specified below by DPAA.

Provisions of Electrical Supplies and Maintenance Services:

- Given the unique operations of MIA mission, DPAA requires supplies of electrical materials of all kinds, especially spare parts of generators and water pumps as they are the main equipment frequently used at recovery sites for investigation and excavation of missing US personnel. DPAA requires quick turnarounds for electrical supplies and maintenance services due to short break between missions.
- For office operations, the Contractor shall provide non-emergency and emergency type services to keep all electrical equipment in operation, for example maintaining the good working condition of air-conditioners, generators, electrical entrance gate and other electrical equipment.
- Moreover, short notice and last-minute request in respondence of changes in plan (postponement and/or cancellation) might frequently happen, the Contractor needs to be quickly flexible and adaptable.

Experience of Provider: Bidders must have at least five (5) year experience in the types of electrical supplies and maintenance services requested.

Equipment and Performance Requirements: The Contractor shall provide all necessary directly-hired labor and supervisory personnel, as well as all transportation, equipment, tools, supplies and materials needed to perform inspection, maintenance, and component replacement as required. It is expected that all provisions in this scope of work will be completed. Electrical supplies should be suitable and workable for DPAA equipment, while maintenance services should be completed within timely manner and in good working condition.

Hours of Performance: The Contractor shall maintain work schedules. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on DPAA personnel. The Contractor might have to perform and deliver standard services even out of normal business hours or during local holidays (if required) to well prepare for the mission.

Standards of Conduct: The Contractor shall designate a representative who shall supervise the Contractor's technicians and be the Contractor's liaison with DPAA. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purpose. Contractor employees shall have access to the equipment and equipment areas and will be escorted by DPAA's designated personnel. No technician will be allowed on site without prior authorization. DPAA shall coordinate with Regional

Security Office (RSO) to issue security badges which shall be displayed on the Contractor personnel's uniform at all times while providing services under this contract. The Contractor is responsible for the return of the security badges upon the completion of contractual duties.

The Contractor shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. DPAA reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to DPAA.

Neglect of duties shall not be condoned. This includes unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These circumstances include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of properties, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

Billing: The Contractor shall submit a monthly invoice for electrical supplies and maintenance services after a BPA call has been submitted by DPAA to, and has got approval from, the U.S Embassy. This invoice must indicate the number of tools and materials supplied or the dates of maintenance services, and total amount for month. The amount then will be paid for by EFT from the U.S. Embassy within 30 days since receiving the invoice.

Emergencies: The Contractor shall provide DPAA with a list of individuals who may be contacted out of normal business hours in the event of an emergency. This list must be updated at all times.

Section Rejection: DPAA may reject any electrical equipment and workman that do not meet the specific requirements of this contract. DPAA will not invoke this right without due cause and prior discussion with the Contractor.

PROCUREMENT TERMS & CONDITIONS:

1. The offeror must be willing to accept Purchase Order from US Embassy Hanoi.
2. Vendor's contract is not accepted and signed.
3. All items bid must meet or exceed specifications listed.
4. Proposals must be in **local currency VND,** firm fixed price to include 10% VAT and any other anticipated charges.
5. Selected vendor must be able to accept payment within 30 (thirty) days after the orders are delivered completely and the original correct invoice is received.

6. The payment will be made through Electronic Fund Transfer (EFT) to the vendor bank account (VND) as stated on the invoice.
7. Any cancellations after PO awarded, only services rendered will be paid.
8. For US Government rules and regulation reference, please read the attached Commercial Clause document attached.