



INVITATION TO BID

**Cleaning Services with Supplies for UN Agencies and its Leased
Area**

UNDP/ITB/02/2017

Nepal



United Nations Development Programme

September, 2017

Section 1. Letter of Invitation

Kathmandu, Nepal
September 6, 2017

Cleaning Services with Supplies for UN Agencies and its Leased Area, Ref: UNDP/ITB/02/2017

Dear Mr./Ms.: *[indicate name]*

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents:

- Section 1 – This Letter of Invitation
- Section 2 – Instructions to Bidders (including Data Sheet)
- Section 3 – Schedule of Requirements and Technical Specifications (Terms of Reference)
- Section 4 – Bid Submission Form
- Section 5 – Documents Establishing the Eligibility and Qualifications of the Bidder
- Section 6 – Technical Bid Form
- Section 7 – Price Schedule Form
- Section 8 – Form for Bid Security *[disregard, if not required as per Data Sheet]*
- Section 9 – Form for Performance Security *[disregard, if not required as per Data Sheet]*
- Section 10 – Form for Advanced Payment Guarantee *[disregard, if not required as per Data Sheet]*
- Section 11 – Contract to be Signed, including General Terms and Conditions

UNDP will enter into a Long Term Agreement with the selected vendor for a period of two years with the provision of extension for additional one year, based on satisfactory performance.

A Pre-Bid Meeting will be organized in the UN House on 14th September 2017 at 2:30pm sharp. All interested bidders are highly encouraged to attend the pre-bid meeting.

Your offer, comprising of a Technical Bid and Price Schedule, together in a sealed envelope, should be submitted in accordance with Section 2.

The bidders must submit samples of 'cleaning supplies which are mostly in use for UN House and leased area' in accordance with the list provided in Clause 2.4 of the Terms of Reference (Item S. No. 1 to 15). The samples are required to be submitted along with the bid and should be properly packed and marked with proper identification of bidder submitting the samples.

You are kindly requested to submit an acknowledgment letter to UNDP to the following address:

United Nations Development Programme
UN House, Pulchowk, Lalitpur, Nepal
Ref: UNDP/ITB/02/2017

The letter should be received by UNDP no later than 5:00PM, 15 September 2017. The same letter should advise whether your company intends to submit a Bid. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have received this ITB through a direct invitation by UNDP, transferring this invitation to another firm requires notifying UNDP accordingly.

Should you require any clarification, kindly communicate with the contact person identified in the attached Data Sheet as the focal point for queries on this ITB.

UNDP looks forward to receiving your Bid and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Deepak', with a long horizontal stroke extending to the right.

Deepak Shrestha
Procurement Analyst, UNDP Nepal

Section 2: Instruction to Bidders¹

Definitions

- a) *“Bid”* refers to the Bidder’s response to the Invitation to Bid, including the Bid Submission Form, Technical Bid and Price Schedule and all other documentation attached thereto as required by the ITB.
- b) *“Bidder”* refers to any legal entity that may submit, or has submitted, a Bid for the supply of goods and provision of related services requested by UNDP.
- c) *“Contract”* refers to the legal instrument that will be signed by and between the UNDP and the successful Bidder, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
- d) *“Country”* refers to the country indicated in the Data Sheet.
- e) *“Data Sheet”* refers to such part of the Instructions to Bidders used to reflect conditions of the tendering process that are specific for the requirements of the ITB.
- f) *“Day”* refers to calendar day.
- g) *“Goods”* refer to any tangible product, commodity, article, material, wares, equipment, assets or merchandise that UNDP requires under this ITB.
- h) *“Government”* refers to the Government of the country where the goods and related services provided/rendered specified under the Contract will be delivered or undertaken.
- i) *“Instructions to Bidders”* refers to the complete set of documents which provides Bidders with all information needed and procedures to be followed in the course of preparing their Bid
- j) *“ITB”* refers to the Invitation to Bid consisting of instructions and references prepared by UNDP for purposes of selecting the best supplier or service provider to fulfil the requirement indicated in the Schedule of Requirements and Technical Specifications.
- k) *“LOI”* (Section 1 of the ITB) refers to the Letter of Invitation sent by UNDP to Bidders.
- l) *“Material Deviation”* refers to any contents or characteristics of the bid that is significantly different from an essential aspect or requirement of the ITB, and (i) substantially alters the scope and quality of the requirements; (ii) limits the rights of UNDP and/or the obligations of the offeror;

¹ Note: this Section 2 - Instructions to Bidders shall not be modified in any way. Any necessary changes to address specific country and project information shall be introduced only through the Data Sheet.

and (iii) adversely impacts the fairness and principles of the procurement process, such as those that compromise the competitive position of other offerors.

- m) *“Schedule of Requirements and Technical Specifications”* refers to the document included in this ITB as Section 3 which lists the goods required by UNDP, their specifications, the related services, activities, tasks to be performed, and other information pertinent to UNDP’s receipt and acceptance of the goods.
- n) *“Services”* refers to the entire scope of tasks related or ancillary to the completion or delivery of the goods required by UNDP under the ITB.
- o) *“Supplemental Information to the ITB”* refers to a written communication issued by UNDP to prospective Bidders containing clarifications, responses to queries received from prospective Bidders, or changes to be made in the ITB, at any time after the release of the ITB but before the deadline for the submission of Bid.

A. GENERAL

1. UNDP hereby solicits Bids as a response to this Invitation to Bid (ITB). Bidders must strictly adhere to all the requirements of this ITB. No changes, substitutions or other alterations to the rules and provisions stipulated in this ITB may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the ITB.
2. Submission of a Bid shall be deemed as an acknowledgement by the Bidder that all obligations stipulated by this ITB will be met and, unless specified otherwise, the Bidder has read, understood and agreed to all the instructions in this ITB.
3. Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of any Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.
4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See http://www.undp.org/about/transparencypdocs/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf and http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/ for full description of the policies)
5. In responding to this ITB, UNDP requires all Bidders to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP’s interests paramount. Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if

they:

- 5.1 Are, or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, Schedule of Requirements and Technical Specifications, cost analysis/estimation, and other documents to be used for the procurement of the goods and related services in this selection process;
- 5.2 Were involved in the preparation and/or design of the programme/project related to the goods and related services requested under this ITB; or
- 5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, Bidders must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

- 6. Similarly, the following must be disclosed in the Bid:

- 6.1 Bidders who are owners, part-owners, officers, directors, controlling shareholders, or key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving the goods and related services under this ITB; and
- 6.4 Others that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the Bid.

- 7. The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this ITB, and others that may lead to undue advantage against other Bidders, and the eventual rejection of the Bid.
- 8. All Bidders must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: <http://web.ng.undp.org/procurement/undp-supplier-code-of-conduct.pdf>

B. CONTENTS OF BID

9. Sections of Bid

Bidders are required to complete, sign and submit the following documents:

- 9.1 Bid Submission Cover Letter Form (see ITB Section 4);
- 9.2 Documents Establishing the Eligibility and Qualifications of the Bidder (see ITB Section 5);
- 9.3 Technical Bid (see prescribed form in ITB Section 6);
- 9.4 Price Schedule (see prescribed form in ITB Section 7);

9.5 Bid Security, if applicable (if required and as stated in the DS nos. 9-11, see prescribed Form in ITB Section 8);

9.6 Any attachments and/or appendices to the Bid (including all those specified under the **Data Sheet**)

10. Clarification of Bid

10.1 Bidders may request clarification of any of the ITB documents no later than the number of days indicated in the **Data Sheet** (DS no. 16) prior to the Bid submission date. Any request for clarification must be sent in writing via courier or through electronic means to the UNDP address indicated in the **Data Sheet** (DS no. 17). UNDP will respond in writing, transmitted by electronic means and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Bidders who have provided confirmation of their intention to submit a Bid.

10.2 UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bid, unless UNDP deems that such an extension is justified and necessary.

11. Amendment of Bid

11.1 At any time prior to the deadline for submission of Bid, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of a Supplemental Information to the ITB. All prospective Bidders will be notified in writing of all changes/amendments and additional instructions through Supplemental Information to the ITB and through the method specified in the **Data Sheet** (DS No. 18).

11.2 In order to afford prospective Bidders reasonable time to consider the amendments in preparing their Bid, UNDP may, at its discretion, extend the deadline for submission of Bid, if the nature of the amendment to the ITB justifies such an extension.

C. PREPARATION OF BID

12. Cost

The Bidder shall bear any and all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid was selected or not. UNDP shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

13. Language

The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the **Data Sheet** (DS No. 4). Any printed literature furnished by the Bidder written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning,

the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.

14. Bid Submission Form

The Bidder shall submit the Bid Submission Form using the form provided in Section 4 of this ITB.

15. Technical Bid Format and Content

Unless otherwise stated in the **Data Sheet** (DS no. 28), the Bidder shall structure the Technical Bid as follows:

- 15.1 Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the requirements of the ITB, manufacturing capacity of plant if Bidder is a manufacturer, authorization from the manufacturer of the goods if Bidder is not a manufacturer, and proof of financial stability and adequacy of resources to complete the delivery of goods and provision of related services required by the ITB (see ITB Clause 18 and DS No. 26 for further details). The same shall apply to any other entity participating in the ITB as a Joint Venture or Consortium.
- 15.2 Technical Specifications and Implementation Plan – this section should demonstrate the Bidder's response to the Schedule of Requirements and Technical Specifications by identifying the specific components proposed; how each of the requirements shall be met point by point; providing a detailed specification and description of the goods required, plans and drawings where needed; the essential performance characteristics, identifying the works/portions of the work that will be subcontracted; a list of the major subcontractors, and demonstrating how the bid meets or exceeds the requirements, while ensuring appropriateness of the bid to the local conditions and the rest of the project operating environment during the entire life of the goods provided. Details of technical bid must be laid out and supported by an Implementation Timetable, including Transportation and Delivery Schedule where needed, that is within the duration of the contract as specified in the **Data Sheet** (DS noS. 29 and 30).

Bidders must be fully aware that the goods and related services that UNDP require may be transferred, immediately or eventually, by UNDP to the Government partners, or to an entity nominated by the latter, in accordance with UNDP's policies and procedures. All bidders are therefore required to submit the following in their bids:

- a) A statement of whether any import or export licences are required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin, use or dual use nature of the goods or services, including any disposition to end users;
- b) Confirmation that the Bidder has obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their bid be rendered the most responsive; and

- c) Complete documentation, information and declaration of any goods classified or may be classified as “Dangerous Goods”.

15.3 Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the technical bid, clearly defining their roles and responsibilities. CVs should establish competence and demonstrate qualifications in areas relevant to the requirements of this ITB.

In complying with this section, the Bidder assures and confirms to UNDP that the personnel being nominated are available to fulfil the demands of the Contract during its stated full term. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, among other possibilities, UNDP reserves the right to render the Bid non-responsive. Any deliberate substitution of personnel arising from unavoidable reasons, including delay in the implementation of the project of programme through no fault of the Bidder, shall be made only with UNDP’s acceptance of the justification for substitution, and UNDP’s approval of the qualification of the replacement who shall be either of equal or superior credentials as the one being replaced.

15.4 Where the **Data Sheet** requires the submission of the Bid Security, the Bid Security shall be included along with the Technical Bid. The Bid Security may be forfeited by UNDP, and reject the Bid, in the event of any or any combination of the following conditions:

- a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the **Data Sheet** (DS no. 11), or;
- b) If the Bid Security amount is found to be less than what is required by UNDP as indicated in the **Data Sheet** (DS no. 9), or;
- c) In the case the successful Bidder fails:
 - i. to sign the Contract after UNDP has awarded it;
 - ii. to comply with UNDP’s variation of requirement, as per ITB Clause 35; or
 - iii. to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering effective the contract that may be awarded to the Bidder.

16. Price Schedule

The Price Schedule shall be prepared using the attached standard form (Section 7). It shall list all major cost components associated with the goods and related services, and the detailed breakdown of such costs. All goods and services described in the Technical Bid must be priced separately on a one-to-one correspondence. Any output and activities described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of the items or activities, as well as in the final total price of the bid.

17. Currencies

All prices shall be quoted in the currency indicated in the **Data Sheet** (DS no. 15). However, where

Bids are quoted in different currencies, for the purposes of comparison of all Bid:

- 17.1 UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bid; and
- 17.2 In the event that the Bid found to be the most responsive to the ITB requirement is quoted in another currency different from the preferred currency as per **Data Sheet** (DS no. 15), then UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

18. Documents Establishing the Eligibility and Qualifications of the Bidder

- 18.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided under Section 5, Bidder Information Forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfactions. These include, but are not limited to the following:
 - a) That, in the case of a Bidder offering to supply goods under the Contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
 - b) That the Bidder has the financial, technical, and production capability necessary to perform the Contract; and
 - c) That, to the best of the Bidder's knowledge, it is not included in the UN 1267 List or the UN Ineligibility List, nor in any and all of UNDP's list of suspended and removed vendors.
- 18.2 Bids submitted by two (2) or more Bidders shall all be rejected by UNDP if they are found to have any of the following:
 - a) they have at least one controlling partner, director or shareholder in common; or
 - b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
 - c) they have the same legal representative for purposes of this ITB; or
 - d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;
 - e) they are subcontractors to each other's bid, or a subcontractor to one bid also submits another Bid under its name as lead Bidder; or
 - f) an expert proposed to be in the bid of one Bidder participates in more than one Bid received for this ITB process. This condition does not apply to subcontractors being included in more than one Bid.

19. Joint Venture, Consortium or Association

If the Bidder is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the

members of the joint venture jointly and severally, and this shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all entities that comprise the joint venture.

After the bid has been submitted to UNDP, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNDP. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another Bid, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Bid.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the ITB, both in the bid and in the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by UNDP.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the ITB, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the ITB.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If the Bid of a joint venture is determined by UNDP as the most responsive Bid that offers the best value for money, UNDP shall award the contract to the joint venture, in the name of its designated lead entity, who shall sign the contract for and on behalf of all the member entities.

20. Alternative Bid

Unless otherwise specified in the **Data Sheet** (DS nos. 5 and 6), alternative bid shall not be considered. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative bid.

21. Validity Period

21.1 Bid shall remain valid for the period specified in the **Data Sheet** (DS no. 8), commencing on the submission deadline date also indicated in the **Data Sheet** (DS no. 21). A Bid valid for a shorter period shall be immediately rejected by UNDP and rendered non-responsive.

21.2 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bid. The request and the responses

shall be made in writing, and shall be considered integral to the Bid.

22. Bidder's Conference

When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the **Data Sheet** (DS no. 7). All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be either posted on the UNDP website, or disseminated to the individual firms who have registered or expressed interest with the contract, whether or not they attended the conference. No verbal statement made during the conference shall modify the terms and conditions of the ITB unless such statement is specifically written in the Minutes of the Conference, or issued/posted as an amendment in the form of a Supplemental Information to the ITB.

D. SUBMISSION AND OPENING OF BID

23. Submission

23.1 The Technical Bid and the Price Schedule **must** be submitted together and sealed together in one and the same envelope, delivered either personally, by courier, or by electronic method of transmission. If submission will not be done by electronic means, the Technical Bid and Price Schedule must be sealed together in an envelope whose external side must :

- a) Bear the name of the Bidder;
- b) Be addressed to UNDP as specified in the **Data Sheet** (DS no.20); and
- c) Bear a warning not to open before the time and date for Bid opening as specified in the **Data Sheet** (DS no. 24).

If the envelope is not sealed nor labeled as required, the Bidder shall assume the responsibility for the misplacement or premature opening of Bid due to improper sealing and labeling by the Bidder.

23.2 Bidders must submit their Bid in the manner specified in the **Data Sheet** (DS nos. 22 and 23). When the Bid is expected to be in transit for more than 24 hours, the Bidder must ensure that sufficient lead time has been provided in order to comply with UNDP's deadline for submission. UNDP shall indicate for its record that the official date and time of receiving the Bid is the actual date and time when the said Bid has physically arrived at the UNDP premises indicated in the **Data Sheet** (DS no. 20).

23.3 Bidders submitting Bid by mail or by hand shall enclose the original and each copy of the Bid, in separate sealed envelopes, duly marking each of the envelopes as "Original Bid" and the others as "Copy of Bid". The two envelopes, consisting of original and copies, shall then be sealed in an outer envelope. The number of copies required shall be as specified in the **Data Sheet** (DS no. 19). In the event of any discrepancy between the contents of the "Original Bid" and the "Copy of Bid", the contents of the original shall govern. The original version of the Bid shall be signed or initialed by the Bidder or person(s) duly authorized to

commit the Bidder on every page. The authorization shall be communicated through a document evidencing such authorization issued by the highest official of the firm, or a Power of Attorney, accompanying the Bid.

- 23.4 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder accepts the General Contract Terms and Conditions of UNDP as attached hereto as Section 11.

24. Deadline for Submission of Bid and Late Bids

Bid must be received by UNDP at the address and no later than the date and time specified in the **Data Sheet** (DS no. 20 and 21).

UNDP shall not consider any Bid that arrives after the deadline for submission of Bid. Any Bid received by UNDP after the deadline for submission of Bid shall be declared late, rejected, and returned unopened to the Bidder.

25. Withdrawal, Substitution, and Modification of Bid

- 25.1 Bidders are expected to have sole responsibility for taking steps to carefully examine in detail the full consistency of its Bid to the requirements of the ITB, keeping in mind that material deficiencies in providing information requested by UNDP, or lack clarity in the description of goods and related services to be provided, may result in the rejection of the Bid. The Bidder shall assume any responsibility regarding erroneous interpretations or conclusions made by the Bidder in the course of understanding the ITB out of the set of information furnished by UNDP.
- 25.2 A Bidder may withdraw, substitute or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 23, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be received by UNDP prior to the deadline for submission and submitted in accordance with ITB Clause 23 (except that withdrawal notices do not require copies). The respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION".
- 25.3 Bid requested to be withdrawn shall be returned unopened to the Bidders.
- 25.4 No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

26. Bid Opening

UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members. If electronic submission is permitted, any specific electronic Bid opening procedures shall be as specified in the **Data Sheet** (DS no. 23).

The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submission, for which the Bid shall be returned unopened to the Bidder.

27. Confidentiality

Information relating to the examination, evaluation, and comparison of Bid, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a Bidder to influence UNDP in the examination, evaluation and comparison of the Bid or contract award decisions may, at UNDP's decision, result in the rejection of its Bid.

In the event that a Bidder is unsuccessful, the Bidder may seek a meeting with UNDP for a debriefing. The purpose of the debriefing is discussing the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving the bid presented to UNDP. The content of other bid and how they compare to the Bidder's submission shall not be discussed.

E. EVALUATION OF BID

28. Preliminary Examination of Bid

UNDP shall examine the Bid to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Bidder is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Bid are generally in order, among other indicators that may be used at this stage. UNDP may reject any Bid at this stage.

29. Evaluation of Bid

29.1 UNDP shall examine the Bid to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Bidder without any deviation or reservation.

29.2 The evaluation team shall review and evaluate the Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the **Data Sheet** (DS No. 25). Absolutely no changes may be made by UNDP in the criteria after all Bids have been received.

29.1 UNDP reserves the right to undertake a post-qualification exercise, aimed at determining, to its satisfaction the validity of the information provided by the Bidder. Such post-qualification shall be fully documented and, among those that may be listed in the **Data Sheet** (DS No.33), may include, but need not be limited to, all or any combination of the following :

- a) Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the bidder, or any other entity that may have done business with the bidder;
- d) Inquiry and reference checking with other previous clients on the quality of performance on on-going or previous contracts completed;
- e) Physical inspection of the bidder's plant, factory, branches or other places where business transpires, with or without notice to the bidder;
- f) Testing and sampling of completed goods similar to the requirements of UNDP, where available; and
- g) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

30. Clarification of Bid

To assist in the examination, evaluation and comparison of bids, UNDP may, at its discretion, ask any Bidder to clarify its Bid.

UNDP's request for clarification and the Bidder's response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bid, in accordance with ITB Clause 35.

Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bid.

31. Responsiveness of Bid

UNDP's determination of a Bid's responsiveness will be based on the contents of the Bid itself.

A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the ITB without material deviation, reservation, or omission.

If a Bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

32. Nonconformities, Repairable Errors and Omissions

32.3 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.

32.4 Provided that a Bid is substantially responsive, UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements.

Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

32.5 Provided that the Bid is substantially responsive, UNDP shall correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.

32.6 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.

F. AWARD OF CONTRACT

33. Right to Accept, Reject, or Render Non-Responsive Any or All Bid

- 33.1 UNDP reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. Furthermore, UNDP is not obligated to award the contract to the lowest price offer.
- 33.2 UNDP shall also verify, and immediately reject their respective Bid, if the Bidders are found to appear in the UN's Consolidated List of Individuals and Entities with Association to Terrorist Organizations, in the List of Vendors Suspended or Removed from the UN Secretariat Procurement Division Vendor Roster, the UN Ineligibility List, and other such lists that as may be established or recognized by UNDP policy on Vendor Sanctions. (See http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/)

34. Award Criteria

Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price (See DS No. 32).

35. Right to Vary Requirements at the Time of Award

At the time of award of Contract, UNDP reserves the right to vary the quantity of the goods and/or

related services, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

36. Contract Signature

Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP.

Failure of the successful Bidder to comply with the requirement of ITB Section F.3 and this provision shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security if any, and on which event, UNDP may award the Contract to the Bidder with the second highest rated Bid, or call for new Bid.

37. Performance Security

A performance security, if required, shall be provided in the amount and form provided in Section 9 and by the deadline indicated in the **Data Sheet** (DS no. 14), as applicable. Where a Performance Security will be required, the submission of the said document, and the confirmation of its acceptance by UNDP, shall be a condition for the effectivity of the Contract that will be signed by and between the successful Bidder and UNDP.

38. Bank Guarantee for Advanced Payment

Except when the interests of UNDP so require, it is the UNDP's preference to make no advanced payment(s) on contracts (i.e., payments without having received any outputs). In the event that the Bidder requires an advanced payment upon contract signature, and if such request is duly accepted by UNDP, and the said advanced payment exceeds 20% of the total Bid price, or exceed the amount of USD 30,000, UNDP shall require the Bidder to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 10.

39. Vendor Protest

UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a purchase order or contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:
<http://www.undp.org/procurement/protest.shtml>

Instructions to Bidders

DATA SHEET²

The following data for the supply of goods and related services shall complement / supplement the provisions in the Instruction to Bidders. In the case of a conflict between the Instruction to Bidders and the Data Sheet, the provisions in the Data Sheet shall prevail.

| DS No. | Cross Ref. to Instructions | Data | Specific Instructions / Requirements |
|--------|----------------------------|---|---|
| 1 | | Project Title: | UNDP/ITB/02/2017 |
| 2 | | Title of Goods/Services/Work Required: | Cleaning Services with Supplies for UN Agencies and its Leased Area in UN House, Pulchowk, Lalitpur, Nepal and UNICEF office located at Manbhawan, Lalitpur, Nepal |
| 3 | | Country: | Nepal |
| 4 | | Minimum Qualifying Criteria (Clauses 9.1 & 9.2) | <p>All items under this clause are required to be submitted by the bidders including:</p> <ul style="list-style-type: none"> (a) Valid Company Registration Certificate (b) Valid VAT Registration Certificate (c) Latest Tax payment certificate (d) List and value of cleaning services contracts performed for the last 5 years with client's contact details who may be contacted for further information on those contracts. (e) Independently audited financial accounts for the last two years in English. UNDP will check the financial accounts to compute the quick ratio (QR). Quick ratio tests the company's financial strength and liquidity by calculating a company's liquid assets in proportion to its liabilities. (f) Information regarding any litigation, current or during the last five years, in which the Bidder was/is involved, the parties concerned, and the disputed amounts and awards thereof. (g) CVs for key personnel (cleaning supervisor and plumber) proposed for the cleaning services |

² All DS number entries in the Data Sheet are cited as references in the Instructions to Bidders. All DS Nos. corresponding to a Data must not be modified. Only information on the 3rd column may be modified by the user. If the information does not apply, the 3rd column must state "n/a" but must not be deleted.

| | | | |
|----|--------------------|--|--|
| 4 | C.13 | Language of the Bid: | <input checked="" type="checkbox"/> English |
| 5 | C.20 | Conditions for Submitting Bid for Parts or sub-parts of the Total Requirements | <input checked="" type="checkbox"/> Not allowed |
| 6 | C.20 | Conditions for Submitting Alternative Bid | <input checked="" type="checkbox"/> Shall not be considered |
| 7 | C.22 | A pre-Bid conference will be held on: | <p>Time: 2:30PM Date: 9/14/2017 Venue: UN House, Pulchowk, Lalitpur, Nepal</p> <p>The UNDP focal point for the arrangement is: Procurement Unit, UNDP Nepal Address: UN House, Pulchowk, Lalitpur, Nepal Telephone: 977-1-5523200</p> |
| 8 | C.21.1 | Period of Bid Validity commencing on the submission date | <input checked="" type="checkbox"/> 90 days |
| 9 | B.9.5 C.15.4 b) | Bid Security | <input checked="" type="checkbox"/> Required Amount: NPR. 1,000,000.00 equivalent to US\$ 9,800.00 Form: Bank Guarantee |
| 10 | B.9.5 | Acceptable forms of Bid Security | <input checked="" type="checkbox"/> Bank Guarantee (See Section 8 for template) |

| | | | |
|----|--------------------|--|--|
| | | ³ | |
| 11 | B.9.5 C.15.4 a) | Validity of Bid Security | Minimum of 120 days from the last day of Bid submission. Bid Security of unsuccessful Bidders shall be returned. |
| 12 | | Advanced Payment upon signing of contract | <input checked="" type="checkbox"/> Not allowed |
| 13 | | Liquidated Damages | <input checked="" type="checkbox"/> Will not be imposed |
| 14 | F.37 | Performance Security | <input checked="" type="checkbox"/> Required Amount :10% (Ten percent) of the contract amount. Form: Bank Guarantee |
| 15 | C.17 C.17.2 | Preferred Currency of Bid and Method for Currency conversion | <input checked="" type="checkbox"/> United States Dollars (US\$) <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Nepalese Rupees – NPR.) <i>Reference date for determining UN Operational Exchange Rate : US\$ 1.00 = NPR. 102.43</i> |
| 16 | B.10.1 | Deadline for submitting requests for clarifications/ questions | 14 September 2017, 12:00 Noon |

³ Surety bonds or other instruments issued by non-bank Financial Institutions are least preferred by UNDP. Unless stated otherwise, they shall be considered unacceptable to UNDP.

⁴ If the advanced payment that the Bidder will submit will exceed 20% of the Price Offer, or will exceed the amount of USD 30,000, the Bidder must submit an Advanced Payment Security in the same amount as the advanced payment, using the form and contents of the document in Section 10

| | | | |
|----|-----------------------------|---|---|
| 17 | B.10.1 | Contact Details for submitting clarifications/questions ⁵ | Focal Person in UNDP: Procurement Unit, UNDP Nepal Address: UN House, Pulchowk, Lalitpur, Nepal E-mail address dedicated for this purpose: query.procurement.np@undp.org |
| 18 | B.11.1 | Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries | <input checked="" type="checkbox"/> Direct communication to prospective Bidders by email or fax, and Posting on the website ⁶ http://www.np.undp.org/content/nepal/en/home/operations/procurement.html . |
| 19 | D.23.3 | No. of copies of Bid that must be submitted | Original: One Copies : One |
| 20 | D.23.1 b) D.23.2 D.24 | Bid submission address | United Nations Development Programme (UNDP) Nepal (Ref: UNDP/ITB/02/2017) UN House, Pulchowk Lalitpur, Nepal |
| 21 | C.21.1 D.24 | Deadline of Bid Submission | Date and Time : October 6, 2017 12:30 PM [Pls. use COB of chosen date] |
| 22 | D.23.2 | Manner of Submitting Bid | <input checked="" type="checkbox"/> Courier/Hand Delivery |
| 23 | D.23.2 D.26 | Conditions and Procedures for electronic submission and opening, if allowed | |

⁵ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received.

⁶ Posting on the website shall be supplemented by directly transmitting the communication to the prospective offerors.

⁷ If this will be allowed, security features (e.g., encryption, authentication, digital signatures, etc.) are strictly required and must be enforced to ensure confidentiality and integrity of contents.

| | | | |
|----|-----------|--|---|
| | | | |
| 24 | D.23.1 c) | Date, time and venue for opening of Bid | Date and Time: October 6, 2017 4:00 PM Venue : UN House, Pulchowk, Lalipur, Nepal |
| 25 | | Evaluation method to be used in selecting the most responsive Bid | <input checked="" type="checkbox"/> Lowest price offer of technically qualified/responsive Bid |
| 26 | C.15.1 | Required Documents that must be Submitted to Establish Qualification of Bidders (In "Certified True Copy" form only) <i>[check all that apply, delete those that will not be required.]</i> | <input checked="" type="checkbox"/> Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services/consumables being procured. |

| | | | |
|----|--------|--|--|
| | | | <input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past two <i>years of reference</i> <input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top three Clients in terms of Contract Value the past five years <input checked="" type="checkbox"/> All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded. |
| 27 | | Other documents that may be Submitted to Establish Eligibility | <i>[Click here to insert list]</i> |
| 28 | C.15 | Structure of the Technical Bid and List of Documents to be Submitted | <i>[Click here to insert list]</i> |
| 29 | C.15.2 | Latest Expected date for commencement of Contract | <i>December 15, 2017</i> |
| 30 | C.15.2 | Maximum Expected duration of contract | A Long Term Agreement will be signed with the selected vendor for a period of two years with the provision of extension for additional one year, based on satisfactory performance. |

| | | | |
|----|------|--|--|
| 31 | | UNDP will award the contract to: | <input checked="" type="checkbox"/> One Bidder only |
| 32 | F.34 | Criteria for the Award and Evaluation of Bid | <p><u>Award Criteria</u></p> <p><input checked="" type="checkbox"/> Non-discretionary “Pass” or “Fail” rating on the detailed contents of the Terms of Reference</p> <p><input checked="" type="checkbox"/> Compliance on the following qualification requirements :</p> <p><u>Bid Evaluation Criteria</u>⁸</p> <p><input checked="" type="checkbox"/> Minimum no. of years of experience in similar contracts: 5 years;</p> <p><input checked="" type="checkbox"/> Minimum annual turnover of NPR. 8,000,000 (US\$ 78,000.00) for the past two years;</p> <p><input checked="" type="checkbox"/> Current ratio of not less than 1.0</p> <p><input checked="" type="checkbox"/> Minimum no. of similar cleaning services undertaken over the past 5 years – 3 contracts;</p> <p><input checked="" type="checkbox"/> Full compliance of Bid to the Technical Requirements;</p> |

⁸ *Pls. reconcile and ensure consistency with the contents of the Technical Specifications*

| | | | |
|----|------|---|---|
| | | | <input checked="" type="checkbox"/> Qualification of the Cleaning Supervisor and Plumber to coordinate with UNDP <i>[Please refer clause 3.8 – Qualification of Personnel in the Terms of Reference];</i> |
| 33 | E.29 | Post qualification Actions | <input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed; <input type="checkbox"/> Others <i>[click here to specify]</i> |
| 34 | | Conditions for Determining Contract Effectivity | <input checked="" type="checkbox"/> UNDP's receipt of Performance Bond |
| 35 | | Other Information Related to the ITB ⁹ | <i>[All other instructions and information not mentioned in DSs 1-33 but are relevant to the ITB must be cited here, and any further entries that may be added below this table row.]</i> |

⁹ Where the information is available in the web, a URL for the information may simply be provided.

Section 3a: Schedule of Requirements and Technical Specifications

Terms of Reference (TOR) for Cleaning Service with Supplies for UN Agencies and its Leased Area.

Introduction

United Nations Development Programme, on behalf of United Nations Agencies in Nepal within the United Nations (UN) House, Pulchowk, Lalitpur, Nepal and its leased areas, Pulchowk, Lalitpur, Nepal is soliciting to obtain an experienced Contractor to establish Long Term Agreement (LTA) to provide professional internal/external cleaning services within UN House and its lease areas and internal/external messenger service for its offices located in UN House. The detailed ToR for external/internal cleaning service and messenger service is included.

EXTERNAL AND INTERNAL CLEANING OF THE UN HOUSE AND ITS LEASED AREA COMPLETE CLEANING SUPPLIES AND CLEANING EQUIPMENT.

The cleaning supplies and the required equipment/tools for cleaning must be provided by the contractor.

1. Objective

The primary objective of this Contract is to provide cleaning services in the UN House, Pulchowk, and its leased areas, Pulchowk. The service provider is expected to provide cleaning services of high industry standards using environmentally friendly products and supplies. The entire responsibility will be of the contractor to supply the required cleaning supplies and the equipment/tools needed to ensure that the offices and compounds of UN remain clean. The major work is summarized as below.

- a. Cleaning of offices, common areas, exterior walls, ceilings of the buildings, windows roof and the entire compound;
- b. Ensuring that compound pathways, gutters and skirting walls including garden is kept clean and tidy;
- c. Cleanliness of all bathrooms;
- d. Providing professional plumbing services to the UN House; and
- e. Sorting and disposal of garbage (organic and inorganic).
- f. Pest control service in quarterly basis
- g. Cleaning of overhead tanks and underground tanks in quarterly basis
- h. Cleaning of septic tanks as and when needed

2. Scope of Work

The scope of the Contract among others shall include the following:

- 2.1. Clean all window frames, shutters and glazing in the UN Complex twice a week before and after office hours;
- 2.2. Clean all exterior walls and ceilings of the buildings, UN Sign boards, UN Memorial statue etc, at least once a week or as required;
- 2.3. Sweep the paved area as required;
- 2.4. Keep the terraces (roof of the parking sheds and storage modules) and parapet walls clean;
- 2.5. Remove mud and water from the vehicle washing area, as and when necessary;
- 2.6. Clean the pathway, footpaths, parking areas and parking sheds;
- 2.7. Report and repair about broken brick tiles and also maintains the gutter free of dirt;
- 2.8. Maintain all drainage pipe works, both inside and outside the building, in perfect running condition; Drainage outside the building shall be cleaned properly once in a week during weekends.
- 2.9. Replenish toilet paper, paper towels, hand washing soaps, naphthalene balls, deodorant and towels in appropriate places, and constantly monitors the same;
- 2.10. The bathrooms, its fixtures, walls, floors, tap faucets, mirrors, areas around toilets and urinals must be kept clean all the time. Floors must be clean and dry at all times;
- 2.11. Dispose and remove the waste material from the waste baskets placed in the bathrooms as required.
- 2.12. Keep staircases neat and clean with glazing on the railings as applicable;
- 2.13. Polish (wax or brasso as appropriate) all door handles, brass plates, flower pots and brass name plates and metal fixtures, once in two weeks;
- 2.14. Dusting of furniture, fixtures and fittings located in the common areas, particularly cleaning of switches and door knobs on daily basis before the office is open;
- 2.15. Sweeping and mopping hard floors in common areas as required;
- 2.16. Vacuum-clean all carpets in the Common Areas, as frequently as required;
- 2.17. Suction clean upholstery and underside of furniture of Common Areas, as required;
- 2.18. Shampoo the carpets on a regular basis;
- 2.19. The interior and exteriors of all the buildings must be free of cob-webs, nests and hives of birds or insects at all times;
- 2.20. Clean telephone and other equipment in Common Areas with appropriate cleaning material;
- 2.21. Thoroughly clean the Venetian blinds and Sofas in the Common Areas, once in two weeks and blinds in the offices and cubical in once a month
- 2.22. Disposing off all the garbage deposited in the UN House, on a regular basis (at least twice a week), so that the UN House remains clean always;
- 2.23. Provide professional plumbing and sanitary services through a professional plumber to maintain the bathroom fixtures and drainage system. This has to be done on daily basis. In case of major breakdown, the UNDP will take necessary rectification measures;
- 2.24. Take care of minor maintenance and repair work;
- 2.25. Clean the pipelines and other externally installed apparatus at least once a week in consultation with the IT staff of the UNDP;
- 2.26. Setting up of the UN Conference Hall everyday for different meetings. Must liaise proactively with the focal person responsible for booking of meetings halls. Do the required set up and make the required arrangement for the meeting on time before having to follow up constantly;

- 2.27. Help in moving of the boxes from one office to another whenever required without hampering the daily cleaning jobs;
- 2.28. For the internal cleaners the work mainly focuses on vacuum cleaning of all carpets, partitions and dusting of chairs and tables daily.
- 2.29. Cleans all office equipment which includes desks, computers, photocopy machines, telephones, faxes, lights, air conditioners etc (surface only)
- 2.30. The cleaners should use Personal Protective Equipment (PPE) all times and safety equipment shall be used for high level cleaning (above three meter).
- 2.31. The contractor shall be responsible for any damage caused due to the negligence of the cleaning personnel.
- 2.32. Make provision for depth cleaning in quarterly basis
- 2.33. The working hour for part time internal cleaner will be from 6:30 am to 9:00 am (Monday-Friday) and from 10:00 a.m. to 4:00 p.m. on (Sunday) and full time internal cleaner will be from 8:00 a.m. to 5:00 p.m. (Sunday -Friday) with one hour lunch break. For external cleaners, the working hour is from 8:00 a.m. to 5:00 p.m. (Sunday – Friday) with one hour lunch break.
- 2.34. Store will be provided to the contractor for monthly storage of cleaning supplies.
- 2.35. Up-to-date record of consumption of cleaning supplies must be maintained for each month. The contractor must be able to provide the list of consumed cleaning supplies to the concerned unit for verification.
- 2.36. The supplier is requested to provide the sample of each cleaning material to be used.
- 2.37. The concerned unit will be regularly inspecting the sites on daily basis to ensure quality cleaning service is rendered.
- 2.38. The company should provide trainings on latest cleaning methods/technologies to the cleaners on a quarterly basis (every 3 months. This should include orientation on hygiene, sanitation and safety & security related issues.
- 2.39. The company should provide first aid training to the supervisor
- 2.40. **Cleaning Supplies:** The bidders are highly encouraged to consider environmental compliance which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.) to the extent possible. **The samples currently used by United Nations will be displayed during the pre-bid meeting.** The approximate figure on the consumption of cleaning materials is given below to help bidders estimate the cost of cleaning materials.

Cleaning Supplies which are mostly in use for UN House and Leased area

| S.N. | Description | UoM | Estimated requirement per WEEK |
|------|--|--|--------------------------------|
| 1 | Paper Towel (Interfold) (ISO 9001 or equivalent) | Pkts (150 sheets, 1 ply Premium quality) | 450 |
| 2 | Toilet Paper(3 ply) ISO 9001 or equivalent) | Roll | 450 |
| 3 | Liquid Soap | 5 litre jar | 3 |
| 4 | Carpet Shampoo | 5 ltr Gallon | 1 |
| 5 | Toilet Cleaner | 500 ml container | 20 |

| | | | |
|----------------------------------|---|--------------------|-------------------------------------|
| 6 | Air Freshener | 300ml container | 20 |
| 7 | Hand Sanitizer | 250 ml container | 10 |
| 8 | Floor Cleaner | 500 ml container | 15 |
| 9 | Liquid Toilet Freshener set (auto) | 500 ml container | 17 (to be re-filled every 3 months) |
| 10 | Antiseptic Liquid | 500 ml – bottle | 8 |
| 11 | Glass Cleaner | Container (500 ml) | 20 |
| 12 | Insecticide Spray | Container (600 ml) | 4 |
| 13 | Detergent powder(surf) | Pkt (500 gm) | 10 |
| 14 | Rubber gloves | pair | 15 |
| 15 | Floor duster | | 12 |
| Additional Cleaning Items | | | |
| | | | |
| 1 | Hard sponge (green pad) | | 100 pcs monthly |
| 2 | M-seal white | | 20 pcs per month |
| 3 | M-seal Black | | 20 pcs per month |
| 4 | Table duster | | 150 pcs per month |
| 5 | Dustbin with peddle | | 28 at once and 10 per month |
| 6 | Seal tape | | 1 dozen per month |
| 7 | Still wool | | 50 pcs per month |
| 8 | Plastic Bag(small, medium, large) | 50 pcs in a pack | 40 pkts per month |
| 9 | Big stick broom | | 25 pcs per month |
| 10 | Mop | | 10 set per year |
| 11 | Plastic bucket (small, medium, large) | | 35 at a time |
| 12 | Dust pan metal and plastic | | 20 monthly |
| 13 | Wiper for floor in toilet with metal handle | | 20 monthly |
| 14 | Wooden furniture polish | 800 ml can | 2 can monthly |

| | | | |
|----|--|--|-----------------------------|
| 15 | Toot brush | | 20 monthly |
| 16 | Nylon brush | | 20 monthly |
| 17 | Wire brush with strong handle | | 20 monthly |
| 18 | Shoe brush | | 28 at once and 10 per month |
| 19 | Paint brush | | 10 per month |
| 20 | Coat brush | | 28 at once and 10 per month |
| 21 | Amriso kucho | | 20 monthly |
| 22 | Braso | | 5 can per month |
| 23 | Dish wash powder | | 10 kg monthly |
| 24 | Dish wash soap | | 130 monthly |
| 25 | Commode Brush | | 28 at once and 10 per month |
| 26 | Malmal cloth | | 50 meter per month |
| 27 | Aluminium Ladder (small, medium and big) | | One each |
| 28 | Three wheeler trolley | | 1 |
| 29 | Wet and dry cleaning machine | | 1 |

Cleaning Supplies which are mostly in use for Manbhawan

| S.N. | Description | UoM | Estimated requirement per WEEK |
|------|------------------------------------|--|-------------------------------------|
| 1 | Paper Towel (Interfold) (ISO 9001) | Pkts (150 sheets, 1 ply Premium quality) | 70 |
| 2 | Toilet Paper(3 ply) ISO 9001) | Roll | 100 |
| 3 | Liquid Soap | 5 litre jar | 1 |
| 4 | Carpet Shampoo | 5 ltr Gallon | 1 |
| 5 | Toilet Cleaner | 500 ml container | 7 |
| 6 | Air Freshener | 300ml container | 7 |
| 7 | Hand Sanitizer | 250 ml container | 7 |
| 8 | Floor Cleaner | 500 ml container | 6 |
| 9 | Liquid Toilet Freshener set | 500 ml container | 11 (to be re-filled every 3 months) |

| | | | |
|----------------------------------|---|--------------------|----------------------------|
| | (auto) | | |
| 10 | Antiseptic Liquid | 500 ml – bottle | 4 |
| 11 | Glass Cleaner | Container (500 ml) | 7 |
| 12 | Insecticide Spray | Container (600 ml) | 2 |
| 13 | Detergent powder(surf) | Pkt (500 gm) | 4 |
| 14 | Rubber gloves | pair | 7 |
| 15 | Floor duster | Pcs | 4 |
| | | | |
| Additional Cleaning Items | | | |
| | | | |
| 1 | Hard sponge (green pad) | | 20 pcs monthly |
| 2 | M-seal white | | 4 pcs per month |
| 3 | M-seal Black | | 4 pcs per month |
| 4 | Table duster | cloth | 20 pcs per month |
| 5 | Dustbin with peddle | | 11 at once and 3 per month |
| 6 | Seal tape | | 3 dozen per month |
| 7 | Still wool | | 15 pcs per month |
| 8 | Plastic Bag(small, medium, large) | 50 pcs in a pack | 10 pkts per month |
| 9 | Big stick broom | | 5 pcs per month |
| 10 | Mop | | 2 set per year |
| 11 | Plastic bucket (small, medium, large) | | 5 at a time |
| 12 | Dust pan metal and plastic | | 5 monthly |
| 13 | Wiper for floor in toilet with metal handle | | 5 monthly |
| 14 | Wooden furniture polish | | Not required |
| 15 | Toot brush | | 5 monthly |
| 16 | Nylon brush | | 5 monthly |
| 17 | Wire brush with strong handle | | 5 monthly |

| | | | |
|----|------------------------------|--|----------------------------|
| 18 | Shoe brush | | 11 at once and 3 per month |
| 19 | Paint brush | | 3 per month |
| 20 | Coat brush | | 11 at once and 3 per month |
| 21 | Amriso kucho | | 5 monthly |
| 22 | Braso | | 1 can per month |
| 23 | Dish wash powder | | 2 kg monthly |
| 24 | Dish wash soap | | 25 monthly |
| 25 | Commode Brush | | 11 at once and 3 per month |
| 26 | Malmal cloth | | 10 meter per month |
| 27 | Three wheeler trolley | | 1 |
| 28 | Wet and dry cleaning machine | | 1 |

3. PERSONNEL:

- 3.1. The contractor should be able to supply at least fourteen personnel which includes one supervisor, one plumber and 12 cleaners for external cleaning of UN House. The internal cleaners(approx) required by each agency and projects are indicated below in section 3.8
- 3.2. The contractor shall submit a list of employees deployed to work under the contract. These employees should be fit both physically and mentally to perform their duties. Persons hired for this purpose should have no criminal records or pending court cases against them. They should report to duty dressed in a very neat and clean manner, and must at all times wear appropriate uniform of contracting company while on duty within UN House and its offices;
- 3.3. The contractor shall assume full responsibility for its employees at all times and further accept responsibility for Workmen compensation, employer's insurance liability, life insurance and other statutory requirements as per the Labor Act and other Acts and rules prevailing in the country. The contractor shall ensure that its employee receives the wages not below the minimum wage as specified in the Labor Act;
- 3.4. The contractor shall ensure that the monthly salary of the employee is paid first week of the month.
- 3.5. UNDP will not be responsible for any accident, injury and or death of person/s hired while performing duty and any compensation will not be paid by UNDP;
- 3.6. Company is highly encouraged to give special employment opportunity to women.
- 3.7. The contractor is responsible for providing of the cleaning crews to UNDP along with their citizenship certificate and recent photographs. Before the Contractor changes any of its

cleaning crew, it must notify the UNDP Focal Point at least 48 hrs. in advance. Only upon approval from him/her, the cleaner can be changed or replaced.

3.8. Qualification of Personnel

| S.N | Designation | Qualification | Experience |
|-----|---------------------|---|---|
| 1. | Cleaning Supervisor | The Supervisor should have a minimum qualification of class 12 and should be able to communicate in English. Certificate to be furnished. | 5 years' experience as a supervisor of cleaning crew. |
| 2. | Plumber | Certificate on plumbing training required. | Proven record indicating at least five years of experience as a plumber. Supporting documents be attached. |
| 3. | Cleaners | The Cleaners must have completed grade five. | The Cleaners must have a minimum of 3 years of experience in cleaning. or if not completed grade five, experience of five years in cleaning with basic reading and writing skills |

3.9. REQUIREMENT OF CLEANERS

A. EXTERNAL CLEANERS

1. Only for UN House

| Location | No of Full Time Cleaners (8:00 am -5:00 pm) |
|------------|---|
| Cleaners | 12 |
| Supervisor | 1 |
| Plumber | 1 |

B. INTERNAL CLEANERS

1.For UN House

| Name of the Agency | Full Time Cleaners (8:00a.m. – 5:00 p.m.) | Part Time Cleaners (6:30 a.m. – 9:00 p.m.) |
|--------------------|--|---|
| UNDP | 2 | 10 |
| UNICEF | - | 7 |

| | | |
|------------------|----------|-----------|
| UNICEF Education | - | 1 |
| WHO | 1 | 3 |
| UNDSS | 1 | 2 |
| UNRCO | 1 | 0 |
| Total | 5 | 23 |

2. FOR UNICEF Manbhawan

| Name of the Agency | Full Time Cleaners (8:00 a.m. – 5:00 p.m.) | Part Time Cleaners (6:30 a.m. – 9:00 p.m.) |
|------------------------------|---|---|
| UNICEF (Operations Division) | 2 (male & female) | 3 |

3. Total Area of UN House and UNICEF Man Bhawan

UN HOUSE

UN House (Total Surface Areas): 139,392 sq. ft (approx)

Area occupied by Office : 35,628.50 sq. ft.

Other usable space : 103,763.50 sq. ft

UNICEF Manbhawan : 139,392 sq. ft (approx)

Area occupied by Office : 4,067 sq. ft.

Other usable space : 10,535 sq. ft (compound)

Number of Rest Room in UNICEF Manbhawan: 10 (The area of rest rooms is already captured in the total area)

Number of Rest Room in UN House : 28 (The area of rest rooms is already captured in the total area)

| Location | No of Rest Room | Remarks |
|---------------|-----------------|-----------------------|
| Main Building | 6 | 3 gentes and 3 ladies |
| Reception | 1 | Common |

| | | |
|--|---|----------------------|
| Baby Care | 1 | Common |
| Ground Floor (next to PISU) | 1 | Ladies |
| UN Conference Room | 2 | 1 gents and 1 ladies |
| Transport | 1 | 1 gents |
| Entrance to Operations Unit (Building 2) | 2 | 1 gents and 1 ladies |
| UNAIDS | 2 | 1 gents and 1 ladies |
| UNDSS | 2 | 1 gents and 1 ladies |
| UNEOC | 2 | 1 gents and 1 ladies |
| Bank | 1 | Common |
| UNDP Project | 1 | Common |
| Dispensary (Behind Main Building) | 1 | Common |
| Dispensary Building (Lab & Clinic) | 2 | Common |
| Leased Area | 1 | Common |

TECHNICAL REQUIREMENT

| REQUIREMENTS |
|---|
| 1. Administrative (<i>please attach copies of certificates</i>) – Mandatory Requirements |
| a. Valid Company Registration Certificate with government of Nepal or in the country of origin(<i>please attach</i>) |
| b. Valid proof of Tax Registration |
| c. Latest Updated Tax payment certificate |
| d. Current list of Clients for cleaning service (Must have worked in INGO's or diplomatic missions) |
| e. Company Profile |
| f. Audit report for past two years |
| g. Minimum 3 similar projects undertaken over the past 5 years Local supplier or Principle Supplier; |
| 2. Technical |
| 2. a. Company must have minimum 5 years of experience in cleaning services |
| 2.b. Personnel (Please provide CV of the cleaning supervisor and plumber) along with a written assurance from the company that the company has the capacity to provide the required personnel |
| The Cleaning Supervisor should have a minimum qualification of class 12 and should be able to communicate in English. 5 years experience as a supervisor of cleaning team is required. Certificate to be furnished. |
| Certificate on plumbing work required or proven record of five years of experience as a plumber. Supporting documents be attached. |
| The Cleaners must have completed grade five with a minimum of 3 years experience in office cleaning or experience of five years in cleaning with basic reading and writing skills if not completed grade five. |

| |
|---|
| 2.c. Tools and Equipment (<i>please attach a list of tools & equipment to be made available for the above assignment</i>) |
| Some of the required tools are: Floor scrubbing, wet and dry machine, Vacuum cleaners, Mop Trolley, Glass cleaner wiper etc |
| Company should possess at least 15 Vacuum Cleaners, long ladders |
| At least 4 Carpet Shampooing Machine |
| The company should provide MOP Trolley for cleaning |
| The company should provide all safety equipment to their staff at all times, particularly while cleaning external windows and roof tiles. |
| Note: : <u>It is strongly encouraged for vendors to attend the pre-bid meeting to inspect the site and the office area of UN House and its leased area in order to better understand the requirement/Terms of Reference.</u> |

Section 3b: Related Services

Further to the Schedule of Requirements in the preceding Table, Bidders are requested to take note of the following additional requirements, conditions, and related services pertaining to the fulfillment of the requirements: *[check the condition that applies to this ITB, delete the entire row if condition is not applicable to the goods being procured]*

| | | |
|---|---|---|
| Delivery Term [INCOTERMS 2010] <i>(Pls. link this to price schedule)</i> | <input checked="" type="checkbox"/> Other N/A | |
| Exact Address of Delivery/Installation Location | UN House, Pulchowk, Lalitpur, Nepal and UNICEF Office at Manbhawan, Lalitpur, Nepal | |
| Mode of Transport Preferred | | |
| | | <input checked="" type="checkbox"/> OTHER [N/A] |
| UNDP Preferred Freight Forwarder, if any ¹⁰ | Not applicable | |
| Distribution of shipping documents <i>(if using freight forwarder)</i> | Not applicable | |
| Delivery Date | | |
| Customs, if needed, clearing shall be done by: | <input checked="" type="checkbox"/> Supplier | |
| Ex-factory / Pre-shipment inspection | Not applicable | |
| Inspection upon delivery | Not applicable | |
| Installation Requirements | Not applicable | |
| Testing Requirements | Not applicable | |
| Scope of Training on Operation and Maintenance | Not applicable | |
| Commissioning | Not applicable | |
| Technical Support Requirements | Not applicable | |
| Payment Terms <i>(max. advanced payment is 20% of total price as per UNDP policy)</i> | <input checked="" type="checkbox"/> 100% on monthly basis within 30 days upon UNDP's acceptance of the services delivered as specified and receipt of invoice | |

¹⁰A factor of the Incoterms stipulated in the ITB. The use of a UNDP preferred courier may be considered for purposes of ensuring forwarder's familiarity with procedures and processing of documentary requirements applicable to UNDP when clearing with customs authority of the country of destination.

| | |
|---|---|
| | |
| Conditions for Release of Payment | <input checked="" type="checkbox"/> Written Acceptance of the services based on full compliance with ITB's requirements |
| After-sale services required | <input type="checkbox"/> Others N/A |
| All documentations, including catalogs, instructions and operating manuals, shall be in this language | <input checked="" type="checkbox"/> English |

Section 4: Bid Submission Form¹¹

(This should be written in the Letterhead of the Bidder. Except for indicated fields, no changes may be made in this template.)

Insert: Location

Insert: Date

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to supply the goods and related services required for [insert: title of goods and services required as per ITB] in accordance with your Invitation to Bid dated Insert: bid date. We are hereby submitting our Bid, which includes the Technical Bid and Price Schedule.

We hereby declare that:

- a) All the information and statements made in this Bid are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby fully accept the Schedule of Requirements and Technical Specifications describing the duties and responsibilities required of us in this ITB, and the General Terms and Conditions of UNDP's Standard Contract for this ITB.

We agree to abide by this Bid for [insert: period of validity as indicated in Data Sheet].

We undertake, if our Bid is accepted, to initiate the supply of goods and provision of related services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this Bid, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

¹¹ No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Bid.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[Please mark this letter with your corporate seal, if available]

Section 5: Documents Establishing the Eligibility and Qualifications of the Bidder

Bidder Information Form¹²

Date: *[insert date (as day, month and year) of Bid Submission]*

ITB No.: *[insert number of bidding process]*

Page _____ of _____ pages

| | | |
|--|---------------------------------|---------------------------------------|
| 1. Bidder's Legal Name <i>[insert Bidder's legal name]</i> | | |
| 2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i> | | |
| 3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i> | | |
| 4. Year of Registration in its Location: <i>[insert Bidder's year of registration]</i> | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7. Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Bidder's legal address in country of registration]</i> | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (Score and Source, if any) | | |
| 11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 12. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i> | | |
| 13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO | | |

¹² The Bidder shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

14. Attached are copies of original documents of:

- ☐ All eligibility document requirements listed in the Data Sheet
- ☐ If Joint Venture/Consortium – copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered
- ☐ If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law.

Joint Venture Partner Information Form (if Registered)¹³

Date: *[insert date (as day, month and year) of Bid Submission]*

ITB No.: *[insert number of bidding process]*

Page _____ of _____ pages

| | | |
|--|---------------------------------|---------------------------------------|
| 1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i> | | |
| 2. JV's Party legal name: <i>[insert JV's Party legal name]</i> | | |
| 3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i> | | |
| 4. Year of Registration: <i>[insert Party's year of registration]</i> | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7. Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Party's legal address in country of registration]</i> | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any): Click here to enter text. | | |
| 1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. Click here to enter text. | | |
| 13. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i> | | |
| 14. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2. <input type="checkbox"/> In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law. | | |

¹³ The Bidder shall fill in this Form in accordance with the instructions. Apart from providing additional information, No alterations to its format shall be permitted and no substitutions shall be accepted.

Section 6: Technical Bid Form¹⁴

INSERT TITLE OF THE ITB

| | |
|---|--|
| Name of Bidding Organization / Firm: | |
| Country of Registration: | |
| Name of Contact Person for this Bid: | |
| Address: | |
| Phone / Fax: | |
| Email: | |

SECTION 1: EXPERTISE OF FIRM/ ORGANISATION

This section should fully explain the Bidder's resources in terms of personnel and facilities necessary for the performance of this requirement.

1.1 Brief Description of Bidder as an Entity: Provide a brief description of the organization / firm submitting the Bid, its legal mandates/authorized business activities, the year and country of incorporation, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the delivery of goods and/or performance of related services, indicating the status/result of such litigation/arbitration.

1.2. Financial Capacity: Based on the latest Audited Financial Statement (Income Statement and Balance Sheet) describe the financial capacity (liquidity, stand-by credit lines, etc.) of the bidder to engage into the contract. Include any indication of credit rating, industry rating, etc.

1.3. Track Record and Experiences: Provide the following information regarding corporate experience within at least the last five (5) years which are related or relevant to those required for this Contract.

| Name of project | Client | Contract Value | Period of activity | Types of activities undertaken | Status or Date Completed | References Contact Details (Name, Phone, Email) |
|-----------------|--------|----------------|--------------------|--------------------------------|--------------------------|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

¹⁴ Technical Bids not submitted in this format may be rejected.

SECTION 2 - SCOPE OF SUPPLY, TECHNICAL SPECIFICATIONS, AND RELATED SERVICES

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the specifications.

2.1. Scope of Supply: Please provide a detailed description of the goods to be supplied, indicating clearly how they comply with the technical specifications required by the ITB (see below table); describe how the organisation/firm will supply the goods and any related services, keeping in mind the appropriateness to local conditions and project environment.

| Item No. | Description/ Specification of Goods | Source/ Manufacturer | Country of Origin | Qty | Quality Certificate/ Export Licences, etc. (indicate all that applies and if attached) |
|----------|-------------------------------------|----------------------|-------------------|-----|--|
| | | | | | |
| | | | | | |

A supporting document with full details may be annexed to this section

2.2. Technical Quality Assurance Mechanisms: The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms, all the appropriate quality certificates, export licenses and other documents attesting to the superiority of the quality of the goods and technologies to be supplied.

2.3. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

2.4. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

2.6 Implementation Timelines: The Bidder shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.7. Partnerships (Optional): Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.8. Anti-Corruption Strategy (Optional): Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.9 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 4 of this document, if any.

2.10 Other: Any other comments or information regarding the bid and its implementation.

SECTION 3: PERSONNEL

3.1 Management Structure: Describe the overall management approach toward planning and implementing the contract. Include an organization chart for the management of the contract, if awarded.

3.2 Staff Time Allocation: Provide a spreadsheet will be included to show the activities of each personnel involved in the implementation of the contract. Where the expertise of the personnel is critical to the success of the contract, UNDP will not allow substitution of personnel whose qualifications had been reviewed and accepted during the bid evaluation. (If substitution of such a personnel is unavoidable, substitution or replacement will be subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution).

3.3 Qualifications of Key Personnel. Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in area of expertise relevant to the Contract. Please use the format below:

| | | |
|---|--|--|
| Name: | | |
| Role in Contract Implementation: | | |
| Nationality: | | |
| Contact information: | | |
| Countries of Relevant Work Experience: | | |
| Language Skills: | | |
| Education and other Qualifications: | | |
| Summary of Experience: <i>Highlight experience in the region and on similar projects.</i> | | |
| Relevant Experience (From most recent): | | |
| Period: From – To | Name of activity/ Project/ funding organisation, if applicable: | Job Title and Activities undertaken/Description of actual role performed: |
| <i>e.g. June 2010-January 2011</i> | | |
| <i>Etc.</i> | | |
| <i>Etc.</i> | | |
| References (minimum of 3): | <i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i> | |
| Declaration: | | |
| I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement. | | |
| <hr/> <hr/> | | |
| Signature of the Nominated Team Leader/Member | | Date Signed |

Section 7: Price Schedule Form¹⁵

The Bidder is required to prepare the Price Schedule as indicated in the Instruction to Bidders.

The Price Schedule must provide a detailed cost breakdown of all goods and related services to be provided, from unit price to lot prices. Separate figures must be provided for each functional grouping or category, if any.

Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

The format shown on the following pages is suggested for use as a guide in preparing the Price Schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

PRICE SCHEDULE

1. Human Resource for UN House and Leased Area

1.1 External Cleaner For UN House (Refer to Section 3.7 and 3.8)

| S.N | STAFF | NO OF STAFF REQUIRED (a) | MONTHLY COST* (b) | TOTAL COST A= (a x b) |
|--|------------|--------------------------------|-------------------------|--------------------------|
| 1 | Supervisor | 1 | | |
| 2 | Plumber | 1 | | |
| 3 | Cleaners | 12 | | |
| GRAND TOTAL FOR EXTERNAL CLEANER WITH SUPPLIES AND EQUIPEMENT OF UN HOUSE (A) INCLUDING VAT | | | | |

***Note:** The monthly cost of staff should also include monthly cost for cleaning supplies and equipment.

¹⁵ No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Bid.

1.2 Internal Cleaner For UN House

| S.N | No of Cleaner required (Full Time) (c) | Monthly cost per staff* (Full Time) (d) | Total Monthly Cost of Full Time Internal Cleaner (e= c x d) | No of Cleaner required (Part Time) (f) | Monthly cost per staff* (Part Time) (g) | Total Monthly Cost of Part Time Internal Cleaner (h= f x g) | GRAND TOTAL (B) = (e+h) |
|------------------------------|---|--|--|---|--|--|----------------------------|
| 1 | 5 | | | 23 | | | |
| TOTAL- B (h+e) INCLUDING VAT | | | | | | | |

*Note: The monthly cost of staff should also include monthly cost for cleaning supplies and equipment.

1.1 For UNICEF Manbhawan

| S.N | STAFF | NO OF STAFF REQUIRED (a) | MONTHLY COST* (b) | TOTAL COST A= (a x b) |
|--|-----------|-----------------------------|----------------------|--------------------------|
| 1 | Full time | 2 | | |
| 2 | Part time | 3 | | |
| GRAND TOTAL FOR UNICEF Manbhawan INCLUDING VAT | | | | |

*Note: The monthly cost of staff should also include monthly cost for cleaning supplies and equipment.

2. Pest Control and Tank cleaning

| S.N. | Descripción | | Quarterly Cost inclusive 13% VAT | Total for 4 Quarters |
|------|--------------------------------------|--|----------------------------------|----------------------|
| a | Pest Control (internal and external) | | | |
| | TOTAL PRICE INCLUDING VAT | | | |

- Please refer to 3.8 "Requirement of Cleaners" for actual breakdown of requirement of no. of cleaners per agencies/projects. The bidders must stick to the given price schedule format.
- The cleaning team must get the minimum labour rate established as per the Labour Act of Government of Nepal and salary should be paid in first week of every month.

3. Please provide breakdown for the cost proposed per cleaner. (Net Salary of the cleaner, other allowances and cleaning supplies & equipment)
4. Partial bids are not allowed.
5. The requirement for number of cleaners might vary slightly as per the final requirement of Agencies during the time of the contract signing.

Section 8: FORM FOR BID SECURITY

(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made in this template.)

To: UNDP
[Insert contact information as provided in Data Sheet]

WHEREAS *[name and address of Contractor]* (hereinafter called “the Bidder”) has submitted a Bid to UNDP dated [Click here to enter a date.](#) , to deliver goods and execute related services for *[indicate ITB title]* (hereinafter called “the Bid”):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Bid after the date of the opening of the Bid;
- c) Fails to comply with UNDP’s variation of requirement, as per ITB Section F.3; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee]* *[in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Bid is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until 30 days after the date of validity of the bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date

Name of Bank

Address

Section 9: FORM FOR PERFORMANCE SECURITY¹⁶

(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made in this template.)

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS *[name and address of Contractor]* (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. Click to enter dated Click to enter , to deliver the goods and execute related services [Click here to enter text](#). (hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of *[amount of guarantee]* *[in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date

Name of Bank

Address

¹⁶ If the RFP requires the submission of a Performance Security, which shall be made a condition to the signing and effectivity of the contract, the Performance Security that the Bidder's Bank will issue shall use the contents of this template

Section 10: Form for Advanced Payment Guarantee¹⁷

(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made in this template.)

_____ [Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [Name and Address of UNDP]

Date: _____ ++++++

ADVANCE PAYMENT GUARANTEE No.: _____

We have been informed that [name of Company] (hereinafter called "the Contractor") has entered into Contract No. [reference number of the contract] dated [insert: date] with you, for the provision of [brief description of ITB requirements] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [amount in words] ([amount in figures]) is to be made against an advance payment guarantee.

At the request of the Contractor, we [name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in words] ([amount in figures])¹⁸ upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation under the Contract because the Contractor has used the advance payment for purposes other than toward providing the goods and related services under the Contract.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Contractor on its account number _____ at [name and address of Bank].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Contractor as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the Consultants have made full repayment of the amount of the advance payment, or on the __ day of _____, 2__, 20__ whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[signature(s)]

Note: *All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.*

¹⁷ This Guarantee shall be required if the Contractor will require advanced payment of more than 20% of the contract amount, or if the absolute amount of the advanced payment required will exceed the amount of USD 30,000, or its equivalent if the price offer is not in USD, using the exchange rate stated in the Data Sheet. The Contractor's Bank must issue the Guarantee using the contents of this template.

¹⁸ The Guarantor Bank shall insert an amount representing the amount of the advanced payment and denominated either in the currency/ies of the advanced payment as specified in the Contract.

Section 11: Contract

United Nations Development Programme

Sustainable human development

Date _____

Dear Sir/Madam,

Ref.: _____/ _____/ _____ **[INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]**

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your **[company/organization/institution]**, duly incorporated under the Laws of _____ **[INSERT NAME OF THE COUNTRY]** (hereinafter referred to as the "Contractor") in order to perform services in respect of _____ **[INSERT SUMMARY DESCRIPTION OF THE SERVICES]** (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

- 1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Annex I. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 4 of this letter, entitled "Special Conditions".
- 1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:
 - a) this letter;
 - b) the Terms of Reference [ref.dated.....], attached hereto as Annex II;
 - c) the Contractor's technical proposal [ref....., dated], as clarified by the agreed minutes

of the negotiation meeting¹⁹[dated.....], both documents not attached hereto but known to and in the possession of both parties.

- 1.3 All the above shall form the Contract between the Contractor and UNDP, superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

2. Obligations of the Contractor

- 2.1 The Contractor shall perform and complete the Services described in Annex II with due diligence and efficiency and in accordance with the Contract.

- 2.2 The Contractor shall provide the services of the following key personnel:

| <u>Name</u> | <u>Specialization</u> | <u>Nationality</u> | <u>Period of service</u> |
|-------------|-----------------------|--------------------|--------------------------|
|-------------|-----------------------|--------------------|--------------------------|

| | | | |
|------|-------|-------|-------|
| | | | |
|------|-------|-------|-------|

| | | | |
|------|-------|-------|-------|
| | | | |
|------|-------|-------|-------|

- 2.3 Any changes in the above key personnel shall require prior written approval of _____ **[NAME and TITLE]**, UNDP.

- 2.4 The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.

- 2.5 The Contractor shall submit to UNDP the deliverables specified hereunder according to the following schedule:

[LIST DELIVERABLES]

[INDICATE DELIVERY DATES]

e.g.

Progress report

../../....

.....

../../....

Final report

../../....

- 2.6 All reports shall be written in the English language, and shall describe in detail the services

¹⁹ If there are updates to the technical proposal or correspondence exchanged in clarification of certain aspects, reference them too, provided that they are fully acceptable to UNDP. Otherwise, aspects which resolution is pending should be dealt with in this letter itself or in the Terms of Reference, as appropriate.

rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by _____ **[MAIL, COURIER AND/OR FAX]** to the address specified in 9.1 below.

2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

3. Price and Payment²⁰

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of _____ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.

3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.

3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

4. Special conditions²¹

4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.

4.1.1. Security

²⁰ This version of section 3 is to be used for fixed price contracts. Fixed price contracts should normally be used when it is possible to estimate with reasonable accuracy the costs of the activities which are the subject of the Contract.

²¹ Under this Section, you may propose special clauses in order to adapt the model contract to the specific situation. In this sample clause 4, several clauses of common use are given. If they are not required, they should be deleted. If there are no special conditions, please choose the alternative version of 4 in order to conform to clause 1.1.

The Contractor shall:

- (a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

- 4.1.2 UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

4.2 Audits and Investigations

Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

- 4.2.1 The Contractor acknowledges and agrees that, at anytime, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

4.3 Anti-terrorism

The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be

included in all sub-contracts or sub-agreements entered into under this Contract.

- 4.4 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued by a Bank and in a form acceptable to UNDP.²²
- 4.5 The amounts of the payments referred to under section 3.6 above shall be subject to a deduction of _____ **[INSERT PERCENTAGE THAT THE ADVANCE REPRESENTS OVER THE TOTAL PRICE OF THE CONTRACT]** % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.²³
- 4.6 Owing to [.....], Article(s) [.....] of the General Conditions in Annex I shall be amended to read/be deleted.²⁴

5. Submission of invoices

- 5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:
.....
.....
- 5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

- 6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.
- 6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

²² This clause must be used when an advance payment of \$50,000 or more is granted to the Consultant and may be used for payments under \$50,000 when appropriate. Please note that advance payments should be exceptional, whatever their amount and must comply with UNDP Financial Regulations and Rules.

²³ This clause must be used when an advance payment is granted (whatever the amount) in a cost reimbursement contract. A payment upon signature is considered an advance payment.

²⁴ This is a sample clause for the rare cases where there is a conflict with a provision of the General Conditions which does not involve privileges and immunities, arbitration or some other fundamental aspects of the UNDP legal status. All such changes to the General Conditions shall require consultation with OLPS/BOM.

_____ [NAME OF THE BANK]

_____ [ACCOUNT NUMBER]

_____ [ADDRESS OF THE BANK]

7. Entry into force. Time limits.

7.1 The Contract shall enter into force upon its signature by both parties.

7.2 The Contractor shall commence the performance of the Services not later than _____ [INSERT DATE] and shall complete the Services within _____ [INSERT NUMBER OF DAYS OR MONTHS] of such commencement.

7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

8.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and _____ [NAME AND TITLE] UNDP.

9. Notifications

For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

For the UNDP:

_____ [INSERT CONTRACT REFERENCE & NUMBER]

| | | |
|---------------|-------------|---------------|
| Telex: | Fax: | Cable: |
|---------------|-------------|---------------|

For the Contractor:

[INSERT NAME, ADDRESS AND TELEX, FAX AND CABLE NUMBERS]

| |
|-----------------|
| Name: |
| Address: |

| | |
|---------------|--|
| Telex: | |
| Fax: | |
| Cable: | |

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.

Yours sincerely,

[INSERT NAME AND TITLE]

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

Agreed and Accepted:

Signature _____

Name: _____

Title: _____

Date: _____



UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

1.0 LEGAL STATUS:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the

insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT: Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work

under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party (“Discloser”) to the other Party (“Recipient”) during the course of performance of the Contract, and that is designated as confidential (“Information”), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient (“Recipient”) of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser’s Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser’s prior written consent; and,

13.2.2 the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that,

subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 (“Arbitration”), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 Amicable Settlement: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2 Arbitration: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim Measures of Protection”) and Article 32 (“Form and Effect of the Award”) of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal

shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of

Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.