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## REQUEST FOR QUOTATION (RFQ ARM 105/17) (Services)

NAME & ADDRESS OF COMPANY:	DATE: December 1, 2017
	REFERENCE: <b>Long Term Agreement for Air Conditioners maintenance in the UN House (Armenia)</b>

Dear Sir / Madam:

We kindly request you to submit your quotation for Long-Term Agreement for provision of **Air Conditioners maintenance in the UN House (Armenia)**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **December 22, 2017 at 16:00** local Yerevan time and via

☒ e-mail: [tenders.armenia@undp.org](mailto:tenders.armenia@undp.org);

☒ OR via courier mail to the address below:

**United Nations Development Programme (UNDP)**  
**UNDP Armenia**  
**14 Petros Adamyan str., 0010, Yerevan, Armenia**

Quotations submitted by email must be limited to a maximum of **5MB**, virus-free and no more than **5** email transmissions. Files larger than **5MB** will not be delivered and therefore the quotation will not be considered. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your UN quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

<b>Delivery Terms</b>	<b>N/A</b>
<b>Exact Address/es of Delivery Location/s (identify all, if multiple)</b>	<b>UNDP Armenia CO</b> 14 Petros Adamyan str., 0010, Yerevan, Armenia <b>UNDP Projects</b> Various locations in Yerevan
<b>Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)</b>	As per Annex 1
<b>Packing Requirements</b>	The supplier shall warrant the printed materials are duly packaged for easy transportation as well as to avoid any damage during shipping and storage of the products. Each secondary package shall contain title of material, language in which the material is printed and quantity.
<b>Preferred Currency of Quotation</b>	✓ <b>Armenian drams (AMD)</b>
<b>Value Added Tax on Price Quotation</b>	✓ Must be exclusive of VAT and other applicable indirect taxes
<b>Deadline for the Submission of Quotation</b>	Quotations should be submitted before close of business (16:00, local time, GMT+4) on <b>Friday 22, 2017</b> .
<b>Documents to be submitted</b>	<ul style="list-style-type: none"> <li>✓ <b>Duly Accomplished Price Schedule Forms</b> as provided in Annexes 2, and in accordance with Schedule of Requirements in Annex 1 and Technical Specification in Annex 2;</li> <li>✓ <b>Duly Accomplished Compliance Form</b> as provided in Annex 3;</li> <li>✓ <b>Company profile</b> – brief information about your company including contact information, type of business, number of years in business (min. requirement - 3 years), any experience with UN organization etc. As may be appropriate, please, include brochures or leaflet with information about your company, but not exceeding 5 pages;</li> <li>✓ Availability of at least <b>two satisfactory performance letters</b> from previous clients.</li> <li>✓ <b>Latest Business Registration Certificates</b> (e.g. patent, registration certificate, license and /or other permissions to perform this type of services and other appropriate registration documents);</li> <li>✓ Preference will be given to the offer of products made from biodegradable materials, as well as to non-toxic, unbleached or organic alternatives for cleaning/hygiene supplies.</li> </ul> <p><b><i>Failure to provide all the above mentioned information may result in the quotation being rejected.</i></b></p>
<b>Period of Validity of Quotes starting from the Submission Date</b>	<ul style="list-style-type: none"> <li>✓ 60 days</li> </ul> <p>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Vendor shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p>

<b>Language of quotations</b>	<ul style="list-style-type: none"> <li>✓ English, or</li> <li>✓ Armenian</li> </ul>
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Permitted
<b>Advanced Payment upon signing of contract</b>	✓ Not allowed.
<b>Payment Terms</b>	✓ 100% shall be paid upon complete delivery of services, signature of acceptance act and submission of (signed & stamped) final invoice.
<b>Conditions for Release of Payment</b>	Written acceptance of services based on full compliance with order requirements.
<b>Liquidated Damages</b>	If the contractor fails to deliver the specified goods within the time period(s) stipulated by the Contract, UNDP shall, without prejudice to its other remedies under the contract, deduct from the payments due to the Contractor, as liquidated damages, a sum equivalent to 0.1 percent (%) of the actual contract price per calendar day. Once the delay reaches to the maximum limit 10% of the contract value, UNDP may consider termination of the Contract.
<b>Evaluation Criteria</b>	<p><b><i>Award Criteria:</i></b></p> <ul style="list-style-type: none"> <li>✓ Non-discretionary “Pass” or “Fail” rating on the detailed contents of the Schedule of Requirements and Technical Specifications.</li> <li>✓ Lowest price offer of technically qualified/responsive quotation.</li> <li>✓ Full acceptance of the Purchase Order /Contract General Terms and Conditions.</li> <li>✓ Compliance on the following qualification requirements.</li> </ul> <p><b><i>Bid Evaluation Criteria:</i></b></p> <ul style="list-style-type: none"> <li>✓ Minimum no. of years of experience in the field of air conditioners maintenance: 3 years.</li> <li>✓ Availability of at least two satisfactory performance letters from previous clients.</li> <li>✓ Full compliance of Bid to the Technical Requirements.</li> </ul>
<b>UNDP will award contract to:</b>	<ul style="list-style-type: none"> <li>✓ One or more Bidders (maximum 2), depending of the following factors: <ul style="list-style-type: none"> <li>- Contract will be awarded to the technically responsive company (ies) that offers the lowest price overall in Annex 2.</li> <li>- The number of qualified bidders able to handle the required volume of services for UNDP and UNDP projects.</li> <li>- The contract shall be awarded to ensure equal distribution and based on need, urgency and availability.</li> </ul> </li> </ul>
<b>Latest Expected Date for Commencement of Contract</b>	✓ January, 2018
<b>Maximum Expected Duration of Contract</b>	The contract will be for a period of 3 years commencing on December 25, 2017. The contract shall be issued initially for a period of 2 (two) years and extended based on satisfactory performance and operational needs.

<b>Type of Contract to be Signed</b>	<ul style="list-style-type: none"> <li>✓ The UNDP Long Terms Agreement or Contract for Services</li> </ul> <p>The UNDP will issue Purchase Orders from time to time during the term of this two-year arrangement making reference to the two years agreement and setting out the quantities required and other instructions for design and layout.</p>
<b>Post Qualification Actions</b>	<ul style="list-style-type: none"> <li>✓ Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed.</li> <li>✓ Testing and sampling of completed services similar to the requirements of UNDP.</li> </ul>
<b>Annexes to this RFQ</b>	<ul style="list-style-type: none"> <li>✓ Schedule of Requirements (Annex 1)</li> <li>✓ Price Schedule Form and Technical Specifications (Annex 2)</li> <li>✓ Offer to comply with other conditions and related requirements (Annex 3)</li> <li>✓ General Terms and Conditions/Special Conditions (Annex 4)</li> </ul> <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p>
<b>Manner of Disseminating Supplemental Information to this RFQ and responses/clarifications to queries</b>	<ul style="list-style-type: none"> <li>✓ Direct communication to prospective Bidders by email or fax, and posting on the website: <ol style="list-style-type: none"> <li>1. <a href="http://procurement-notice.undp.org/">http://procurement-notice.undp.org/</a></li> <li>2. <a href="http://www.am.undp.org">http://www.am.undp.org</a> (Procurement Section)</li> <li>3. Direct emailing to companies.</li> </ol> </li> </ul>
<b>Contact Details for submitting clarifications/questions (Written inquiries only)</b>	<p><i>UNDP Armenia Procurement Unit</i>  <b>E-mail:</b> <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a>  Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, 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.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

**Procurement Unit  
UNDP Armenia**

## SCHEDULE OF REQUIREMENTS

<b>Value</b>	<p>UNDP reserves the right to enter into LTA with more than one bidder and the right to split the award of contract among the LTA holders if it is in UNDP's best interest.</p> <p>LTAs are considered non-exclusive and estimated amount is based on past needs and the ceiling amount appeared in the LTA does not constitute a commitment to place orders up to the volume.</p>
<b>Duration of the LTA</b>	<p>The total expected duration of an LTA is three (3) years.</p> <p>The LTA will be signed for an initial duration of two (2) years, with possibility of an extension for additional year subject to documented satisfactory performance of an LTA holder, availability of funding and continued need of the services.</p>
<b>Language</b>	The bidder must be capable to provide instruction of supplied items in English/Armenian.
<b>Tasks</b>	<ol style="list-style-type: none"> <li>1. The company should visit UN House premise and check all air conditioners once in three months.</li> <li>2. Two times per year clean outdoor and indoor air conditioners from dust and other stuff</li> <li>3. Once in a year to clean indoor units with chemicals.</li> <li>4. Replace any part of the air conditioner(s) in case of necessity.</li> <li>5. Give written report to each UN Agency concerning the conditions of air conditioners twice per year.</li> <li>6. In case of emergency situation make all efforts to repair the air conditioner within shortest time.</li> <li>7. Invoice should be submitted with signed and stamped Acceptance Act</li> </ol>
<b>Performance Evaluation</b>	The performance evaluation will be conducted on an annual basis based on the Key Performance Indicators.
<b>Placing the order</b>	The orders will be placed by Building Manager of UN House and respective UNDP Projects through issuance of official purchase orders with details agreed by both parties prior to finalizing.

## Annex 2

### TECHNICAL SPECIFICATION AND PRICE SCHEDULE FORM

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. **RFQ 105/17**

No deletion or modifications may be made in these templates. Any such deletion or modification may lead to the rejection of the Bid.

	Item	Unit	Unit Price, AMD	Total Price, AMD
1.	Split type AC cleaning	99		
2.	Window type AC cleaning	13		
3.	Channel type AC cleaning	3		
4.	Chemical materials	115		
5.	Lift truck	30		
	TOTAL			

*[Name and Signature of the Supplier's Authorized Person]*  
*[Designation]*  
*[Date]*

## Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows:	Your Responses		
	<i>Yes (we will comply)</i>	<i>No (we cannot comply)</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
<b><u>Delivery Lead Time</u></b> Delivery date for each order will be agreed between UNDP/UN Building Manager and Supplier at the time of placing the order based on its quantity and complexity but in no case will be later than <u>2 calendar days</u> from the date of approval by UNDP/UN Building Manager.			
<b><u>Validity of Quotation</u></b> (60 days)			
<b><u>Payment Terms:</u></b> 100% upon delivery and acceptance of services, signature of acceptance act and submission of (signed & stamped) final invoice.			
<b><u>Delivery Terms – DAP Yerevan</u></b> Supplier shall be responsible for loading/unloading of materials at destination.			
<b><u>Duration of LTA</u></b> The initial validity of the agreement will be for 2 (two) years after which it can be extended for another calendar year based on vendor's performance and mutual agreement on prices up to a maximum of three years.			
Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List			
Latest Business Registration Certificates			
Company profile			
All Provisions of the UNDP General Terms and Conditions			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier's Authorized Person]*

*[Designation]*

*[Date]*



**Annex 4**  
(Attached separately)