



**PROVISION OF CLEANING & JANITORIAL SERVICES,  
GARDENING FOR UN HOUSE BUILDINGS, MASERU ON A  
LONG-TERM AGREEMENT (LTA) - RFP/UNCS\_LTA/2019/001**



## REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

|                           |                                 |
|---------------------------|---------------------------------|
| NAME & ADDRESS<br>OF FIRM | DATE: January 7, 2019           |
|                           | REFERENCE RFP/UNCS_LTA/2019/001 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for Provision of Cleaning & Janitorial Services, Gardening for UN House Building, Maseru on a Long Term Agreement (LTA) .

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Friday, 1 February 2019 and via email or Courier or hand deliver to the address below:

**United Nations Lesotho  
UN House,  
13 United Nations Road  
, P.O. Box 301,  
Maseru 100, Lesotho  
*ltenders@un.org***

Your Proposal must be expressed in the English Language, and valid for a minimum period of 120 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.



The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal. 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers 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 Proposal.

Sincerely yours,



*Pheea Mafethe*  
Operations Analyst  
04 January 2019

### Description of Requirements

|  |  |
|--|--|
| Context of the Requirement                                       | <b>PROVISION OF CLEANING &amp; JANITORIAL SERVICES, GARDENING FOR UN HOUSE BUILDINGS,</b>  |
| Implementing Partner of UNDP                                     | N/A  |
| Brief Description of the Required Services                       | Provision of cleaning & janitorial services, gardening for UN House buildings, Maseru on a Long Term Agreement (LTA) as per attached Terms of Reference (TORs).  |
| List and Description of Expected Outputs to be Delivered         | Service provider who provide Cleaning and Janitorial Services and Gardening Services for the United Nations House and should make sure that the premises are clean   |
| Person to Supervise the Work/Performance of the Service Provider | UN Lesotho Operations Management Team (OMT)  |
| Frequency of Reporting   | <ul style="list-style-type: none"> <li>• <i>Quarterly</i></li> <li>• <i>As and when required for ad-hoc repair or set up</i></li> </ul>  |
| Progress Reporting Requirements                                  | As and when required   |
| Location of work   | United Nations Development Programme<br>UN House,<br>13 United Nations Road  |
| Expected duration of work  | An initial Long Term Agreement (LTA) will be issued for a period of one year and may be extended for an additional two years by mutual agreement of the parties and subject to satisfactory performance of the Contractor. |
| Target start date  | 01 April 2019  |
| Travels Expected   | N/A  |
| Special Security Requirements                                    | N/A  |





| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)            | N/A   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
|---|---|--------|--|--|---------|------------|--------|-------------------------------|--|--|--|--|--|--|--|--|--|--|
| Implementation Schedule indicating breakdown and timing of activities/sub-activities      | <input checked="" type="checkbox"/> Required<br>As per TORs Section B and C   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required<br><br>CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Section D) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff. |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Currency of Proposal  | <input checked="" type="checkbox"/> LSL (Maloti) or ZAR (South African Rands)   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Value Added Tax on Price Proposal   | <input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes  |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Validity Period of Proposals (Counting for the last day of submission of quotes)          | <input checked="" type="checkbox"/> 120 days<br><br>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Partial Quotes  | <input checked="" type="checkbox"/> Not permitted   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
| Payment Terms <sup>1</sup>  | <table><tr><th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr><tr><td></td><td></td><td></td><td rowspan="3">Within thirty (30) days from the date of meeting the following conditions:<br/>a) UNDP's written acceptance (i.e., not mere receipt) of the</td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>    |        |  |  | Outputs | Percentage | Timing | Condition for Payment Release |  |  |  | Within thirty (30) days from the date of meeting the following conditions:<br>a) UNDP's written acceptance (i.e., not mere receipt) of the |  |  |  |  |  |  |
| Outputs   | Percentage  | Timing | Condition for Payment Release  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
|   |   |        | Within thirty (30) days from the date of meeting the following conditions:<br>a) UNDP's written acceptance (i.e., not mere receipt) of the |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
|   |   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |
|   |   |        |  |  |         |            |        |                               |  |  |  |  |  |  |  |  |  |  |

<sup>1</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.



|   |   |  |  |   |  |
|---|---|--|--|---|--|
|   |   |  |  | quality of the outputs; and<br>b) Receipt of invoice from the Service Provider. |  |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | UNDP Operations Analyst   |  |  |   |  |
| Criteria for Contract Award   | <input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers<br><input type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)<br><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal. |  |  |   |  |
| Criteria for the Assessment of Proposal   | <b>Technical Proposal (70%)</b><br><input checked="" type="checkbox"/> Expertise of the Firm 25%<br><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 50%<br><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25%<br><br><b>Financial Proposal (30%)</b><br>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.                  |  |  |   |  |
| UNDP will award the contract to:  | <input checked="" type="checkbox"/> One and only one Service Provider   |  |  |   |  |
| Type of Contract to be Signed   | <input checked="" type="checkbox"/> Purchase Order<br><input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement <sup>2</sup> and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)   |  |  |   |  |
| Contract General Terms and Conditions <sup>3</sup>  | <input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)<br><br>Applicable Terms and Conditions are available at:<br><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  |  |  |   |  |

<sup>2</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

<sup>3</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.



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| Annexes to this RFP <sup>4</sup>   | <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)<br><input checked="" type="checkbox"/> Detailed TOR<br><input type="checkbox"/> Others <sup>5</sup> General Terms and Conditions for Contracts (goods and or services)   |
| Contact Person for Inquiries (Written inquiries only) <sup>6</sup>   | <p>Common Services Associate (CSA)<br/> <a href="mailto:lesotho.common.services@one.un.org">lesotho.common.services@one.un.org</a></p> <p>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>   |
| Pre-proposal and Site visit to be conducted in English Participation by Bidders in this pre-proposal conference and site visit is strongly recommended | <p><b>A pre-proposal conference and site visit will be held on:</b><br/> Date and Time: 21 January 2019, 10:00am.<br/> Venue: UN House,</p> <p><b>Agenda of pre-proposal meeting</b></p> <ul style="list-style-type: none"> <li>- A brief introduction on UNDP bidding rules</li> <li>- A brief introduction of UN office building</li> <li>- Clarifications to questions relating to the bidding process (RFP), the scope of work (TOR) and other issues that may be unclear to bidders</li> </ul> <p><b>Important Notes:</b></p> <ol style="list-style-type: none"> <li>1. Bidders are strongly encouraged to participate in the pre-proposal meeting and site visit.</li> <li>2. The pre-proposal meeting and site visit will be conducted in English hence participants are required to communicate in English.</li> </ol> |

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>6</sup> 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 received.

|  |   |
|--|---|
| <p>Required documents that must be submitted to Establish Eligibility of Proposers</p> | <ol style="list-style-type: none"> <li>1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues)</li> <li>2. Following valid documents <ol style="list-style-type: none"> <li>i. Traders license</li> <li>ii. Certificate of incorporation (Company)</li> <li>iii. Certified copy of passport (Sole Proprietor)</li> <li>iv. Valid Tax Clearance Certificate</li> </ol> </li> <li>3. Audited Financial Statement for the past three years</li> <li>4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP</li> <li>5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 3 years</li> <li>6. Proposal on how to meet the level of service under as per TORs</li> <li>7. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List</li> </ol> |
| <p>Other Information <i>[pls. specify]</i></p>   | <p><b>Submission of the Proposal</b></p> <p>The Proposer shall prepare the Proposal in two parts: The Technical Proposal and the Financial Proposal. Below are number of copies to be submitted:</p> <ol style="list-style-type: none"> <li>i. One hard copy market “Original Technical Proposal” and five copies</li> <li>ii. One hard copy marked “Original Financial Proposal” and five copies</li> </ol> <p>Both envelopes with technical and financial proposals must be included into one outer envelope clearly indicating the name of the Proposer and reference RFP/UNCS_LTA/2019/001 on the envelope.</p>   |





## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>7</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)*

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

### B. Proposed Methodology for the Completion of Services

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

<sup>7</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>8</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes



**C. Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

**D. Offer to Supply Goods/services compliant with technical specifications and requirement**

| Description of Activity  | Remuneration per Unit of Time | Total Period of Engagement | No. of Personnel | Total Rate |
|--|-------------------------------|----------------------------|------------------|------------|
| <b>Cost of cleaning Supervisor</b>                                 |                               |                            |                  |            |
| I. Supervisor (Who will supervise cleaning staff)                  | 1                             |                            |                  |            |
| II. cleaners required at the UN building                           | 10                            |                            |                  |            |
| III. Gardner's   | 2                             |                            |                  |            |
| <b>Total for cleaning services per month</b>                       |                               |                            |                  |            |
| Cost of carpet cleaning  |                               |                            |                  |            |
| Trough carpet cleaning shampoo (quote per square meter as follows) |                               |                            |                  |            |
| • UN Conference hall (Carpet and chairs)                           |                               |                            |                  |            |
| • Ground floor common  |                               |                            |                  |            |
| Cost of cleaning the winnows                                       |                               |                            |                  |            |
| <b>Total prices</b>  |                               |                            |                  |            |
| Consumables  |                               |                            |                  |            |
| Material cost per item (pack/packages)                             |                               |                            |                  |            |
| I. 1 x 48 x 2 ply toilet paper                                     | 1                             |                            |                  |            |
| II. 1 x hand liquid soap   | 1                             |                            |                  |            |
| III. 1 x hand sanitizer  | 1                             |                            |                  |            |
| IV. 1 x 10 liters dishwashing soap                                 | 1                             |                            |                  |            |
| <b>Total price</b>   |                               |                            |                  |            |
| <b>Grant total</b>   |                               |                            |                  |            |

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

