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# INVITATION TO BID

**Long Term Agreement for Provision of Cleaning, Housekeeping and Messenger Service**

ITB Reference No.: **ITB-BD-2019-006**

Project: **UN Offices and their Affiliated/Administered Projects/Offices located in Dhaka and various fields offices across Bangladesh**

Country: Bangladesh

Issued on: 31 October 2019

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## Section I. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the ITB-BD-2019-006 (Long Term Agreement for Provision of Cleaning, Housekeeping and Messenger Service for UN Offices and their Affiliated/Administered Projects/Offices located in Dhaka and various fields offices).

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and Technical Specifications
- Section 6: Returnable Bidding Forms
  - o Form A: Bid Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Bid
  - o Form F: Price Schedule
  - o Form G: Form of Bid Security – N/A
  - o Declaration that the company is not in the UN Security Council 1267/1989 List

If you are interested in submitting a Bid in response to this ITB, please prepare your Bid in accordance with the requirements and procedure as set out in this ITB and submit it by the Deadline for Submission of Bids set out in Bid Data Sheet.

**Please acknowledge receipt of this ITB by sending an email to [bd.procurement@undp.org](mailto:bd.procurement@undp.org), indicating whether you intend to submit a Bid or otherwise. You may also utilize the “Accept Invitation” function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.**

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

Approved by:



Title: Operations Manager

Date: **October 31, 2019**



## Section 2. Instruction to Bidders

### GENERAL PROVISIONS

<b>1. Introduction</b>	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<b>2. Fraud &amp; Corruption, Gifts and Hospitality</b>	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p>
<b>3. Eligibility</b>	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by</p>

	<p>these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>
<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. 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:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 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, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>

## B. PREPARATION OF BIDS

<b>5. General Considerations</b>	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>
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<b>6. Cost of Preparation of Bid</b>	6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<b>7. Language</b>	7.1 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 BDS.
<b>8. Documents Comprising the Bid</b>	8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS: <ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Bid;</li> <li>c) Price Schedule;</li> <li>d) Bid Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Bid.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
<b>10. Technical Bid Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>10.2 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.</p> <p><b>10.3</b> When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.</p>
<b>11. Price Schedule</b>	<p>11.1 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.</p> <p>11.2 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p>
<b>12. Bid Security</b>	<p>12.1 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.</p> <p>12.2 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.</p>

	<p>12.3 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;</li> <li>b) In the event the successful Bidder fails: <ul style="list-style-type: none"> <li>i. to sign the Contract after UNDP has issued an award; or</li> <li>ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</li> </ul> </li> </ul>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> <li>a) 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 Bids; and</li> <li>b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</li> </ul>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for 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 JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted 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 the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience</p>



	<p>should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>14.6 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 JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<b>15. Only One Bid</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>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;</li> <li>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 some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
<b>16. Bid Validity Period</b>	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Bid Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>

<b>18. Clarification of Bid (from the Bidders)</b>	<p>18.1 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavour to provide 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 Bids, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Bids</b>	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
<b>20. Alternative Bids</b>	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. 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.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. 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 disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.</p>

## c. SUBMISSION AND OPENING OF BIDS

<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> <li>Bear the name of the Bidder;</li> <li>Be addressed to UNDP as specified in the BDS; and</li> <li>Bear a warning not to open before the time and date for Bid opening as specified in the BDS.</li> </ol> <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
<b>Email and eTendering submissions</b>	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <ol style="list-style-type: none"> <li>Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</li> <li>Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</li> </ol> <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></p>
<b>23. Deadline for Submission of Bids and Late Bids</b>	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the</p>

	submission of Bids.
<b>24. Withdrawal, Substitution, and Modification of Bids</b>	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, 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, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.</p>
<b>25. Bid Opening</b>	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 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 submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
<b>D. EVALUATION OF BIDS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Bids, 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.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Bids</b>	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 Evaluation of Bids shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary Examination including Eligibility</li> <li>b) Arithmetical check and ranking of bidders who passed preliminary examination by price.</li> <li>c) Qualification assessment (if pre-qualification was not done)</li> </ul>

	<ul style="list-style-type: none"> <li>a) Evaluation of Technical Bids</li> <li>b) Evaluation of prices</li> </ul> <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical Bid and prices</b>	<p>30.1 The evaluation team shall review and evaluate the Technical 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 BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
<b>31. Due diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>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;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous</li> </ul>

	<p>works, as deemed necessary;</p> <p>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
<b>32. Clarification of Bids</b>	<p>32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and 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 Bids, in accordance with the ITB.</p> <p>32.3 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 Bids.</p>
<b>33. Responsiveness of Bid</b>	<p>33.1 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, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 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.</p>
<b>34. Nonconformities, Reparable Errors and Omissions</b>	<p>34.1 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.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, 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.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <p>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;</p> <p>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</p> <p>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.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall</p>

be rejected.

## E. AWARD OF CONTRACT

<b>35. Right to Accept, Reject, Any or All Bids</b>	35.1 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. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 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.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or 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.
<b>39. Contract Signature</b>	39.1 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 to do so may 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 Second highest rated or call for new Bids.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <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>
<b>41. Performance Security</b>	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at

	<a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	<p>43.1 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.</p>
<b>44. Payment Provisions</b>	<p>44.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.</p>
<b>45. Vendor Protest</b>	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a 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:  <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a></p>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15  <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## Section 3. Bid Data Sheet

The following data for the goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1		Project Title	UN Offices and their Affiliated/Administered Projects/Offices located in Dhaka and various fields offices across Bangladesh
2		Title of Goods/ Services/Work Required:	<b>Long Term Agreement for Provision of Cleaning, Housekeeping and Messenger Service</b>
3		Country:	Bangladesh
4	7	Language of the Bid	English
5		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not Allowed
6	20	Alternative Bids	Shall not be considered
7	21	Pre-Bid conference	<p>Will be Conducted  Time: 9:30am  Date: <b>November 6, 2019 9:30 AM</b>  Venue: Village Well Meeting Room, 19<sup>th</sup> Floor, IDB Bhaban, Sher-e- Bangla Nagar, Dhaka  (Any change of venue will be informed at IDB Security Entrance)  The UNDP focal point for the arrangement is:  UNDP Procurement  Address: UNDP Bangladesh, IDB Bhaban, Sher-e- Bangla Nagar, Dhaka  Telephone: +88 02 55667788 Ext. 1925  E-mail: <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></p> <p><b>N.B: The prospective bidders should carry Passport/NID (with photographs) to access the IDB premise and cater for their own transport. UNDP will not be responsible for managing the access</b></p>

8	16	Bid Validity Period	120 days
9	13	Bid Security	Not applicable
10	41	Advanced Payment upon signing of contract	Not Allowed
11	42	Liquidated Damages	Will not be imposed
12	40	Performance Security	Not Required
13	12	Currency of Bid	Local currency Bangladeshi Taka (BDT) or United States Dollars (US\$) <i>Reference date for determining UN Operational Exchange Rate – <b>14 November 2019</b></i>
14	31	Deadline for submitting requests for clarifications/ questions	<b>6 November 2019, 4.30 PM (BD Time)</b>
15	31	Contact Details for submitting clarifications/questions	E-mail address dedicated for this purpose: <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a> Please refer the ITB Number while communicating. This email 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.  <b>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.</b>
16	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posted directly to e-Tendering  Uploaded in the system. Once uploaded, Prospective Tenderers (i. e. those who have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Tenderers to view the respective changes and clarifications in the system.
17	23	Deadline for Submission	Date and Time: <b>14 November 2019 at 4:30pm</b> (Bangladesh Local Time)

			For e-Tendering submission - as indicated in e-Tendering system. Note that system time zone is in EST/EDT (New York) time zone.
18	22	Allowable Manner of Submitting Bids	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email <input checked="" type="checkbox"/> <b>e-Tendering</b>
19	22	Bid Submission Address	<input checked="" type="checkbox"/> Online bidding in E-tendering module. Online bidding in E-Tendering module through: <a href="https://etenderin.partneragencies.org">https://etenderin.partneragencies.org</a> using your username and pass If you have not registered in the system yet, you can register now by logging in using <b>Username: event.guest</b> <b>Password: why2change</b> And follow the registration steps as steps as specified in the attached instruction to bidders/ user guide. <u>BU-BGD10 and Event ID ITB-19-004</u>
20	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ <b>All files must be free of viruses and not corrupted.</b></li> <li>▪ <b>Max. File Size per transmission: 30 MB</b></li> <li>▪ <b>ZIP format files allowed in case large volume of document – but not RAR formats and not to exceed 30 MB</b></li> </ul>
21		Public Bid Opening	Required
22	25	Date, time and venue for the opening of bid	Date and Time: November 12, 2019 4:40 PM  In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened.
23	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid.
24		Expected date for placement of LTA	<i>January 1, 2020</i>
29	35	UNDP will award the contract to:	One Proposer Only

30	39	Type of Contract	<p><b>Long-Term Agreement (LTA)</b>  <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></p> <p><i>Based on actual requirement Purchase Orders for services shall be issued to the selected LTA holder</i></p>
31	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Contracts  <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></p>
32		Other Information Related to the ITB	<p>Any other documents that bidders feel necessary to establish their eligibility and help UNDP to evaluate their bidding documents</p>

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

Bids will be examined to determine whether they are complete and submitted in accordance with ITB requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Bid Validity of 120 days
- Latest Audited Financial Statement – income statement and balance sheet for last three (3) years.
- 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.
- Legal documents of the company including Tax Identification Number (TIN).
- Profile of the company including length of experiences, experiences with UN agencies if any, office address, contact persons etc.
- Organizational structure including list of active staff/employees.
- Present list of clients.
- Lead time to provide employees after awarding contract.
- Offer from an insurance company for the death and disability insurance policy including detailed description of the coverage.
- Offer from an insurance company for the medical insurance policy including detailed description of the coverage.
- The Supplier must submit 3 Biggest Contracts/Purchase Order copies proving similar service for last 5 Years for the minimum value of USD 300,000 each
- Color pictures of the materials to check the quality of the proposed materials

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet the minimum criteria, unless otherwise specified.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending	Form A: Bid Submission Form

	legal action against the vendor that could impair its operations in the foreseeable future.	
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>▪ Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer</li> <li>▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ Export/Import Licenses, if applicable</li> </ul>	Form B: Bidder Information Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 5 years of relevant experience	Form D: Qualification Form
	Minimum 3 contracts of similar nature and complexity implemented over the last 5 years for the minimum value USD 300,000 each. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
<b>Financial Standing</b>	Minimum average annual turnover of USD 150,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
<b>Technical Evaluation</b>	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
<b>Financial Evaluation</b>	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Price comparison shall be based on the landed price, including transportation, insurance and the total cost of ownership (if any) Comparison with budget/internal estimates.	Form F: Price Schedule Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

## Section 5a: Terms of Reference (ToR)

**For providing Cleaning, Housekeeping and Messenger service to the UN Offices and their Affiliated/Administered Projects/ Offices located in Dhaka and potentially in various fields offices**

### A. Background

UNDP is responsible for providing Common Service to UN agencies and UN staff Dispensary (as well as their affiliated/Administered Projects/Offices) located at IDB Bhaban, E/8-A Rokeya Sharani, Agargaon, Dhaka and IFAD office at Gulshan.

At present around 85,351 sq. ft. are being used by the UN offices. Each of the floors contains the following:

- Office space
- Two executive toilets (except 6<sup>th</sup> floor); and
- Two general comfort (wash) rooms with 2 commodes, 1 urinal and 2 wash basins in each comfort room.

The UN Offices intends to enter into a Long-Term Arrangement with a cleaning/ Housekeeping and Messenger 'service provider' to provide WHO recommended standard for professional daily maintenance cleaning service for the offices contracted through UNDP. The service provider will provide following variety category support personnel:

1. Cleaner Supervisor
  2. Cleaner/ housekeeping personnel
  3. Messenger
  4. Senior Messenger
  5. Creche Supervisor
  6. Creche Caregiver
  7. Gym Instructor
  8. Gym Spotter
  9. Gym Caretaker
  10. Pantry support staff
  11. Handyman service personnel cum messenger / Handyman (maintenance)
- (Please refer to **Annex 1/ JD to the Terms of Reference**)

### B. Scope of Services:

The identified services provider will be expected to provide cleaning services of high-quality standards using environmentally friendly cleaning products and supplies, for premises consisting of open space working area, stairs, reception area, inside office spaces, kitchenette, conference and meeting rooms, toilets and vehicle parking spaces. Details of scope of work is given in the annexure. The service provider is also expected provide support staffs who would work as messenger, Pantry support personnel and also for Gymnasium and Creche.

### C. Comprehensive details – Schedule of cleaning service

Frequency codes:	
D	Daily
3W	Three times weekly

W-AR	At least weekly but also as required
2W	Twice weekly
W2	Every two weeks
M	Monthly
M2	Every two months
AR	As required

**Specific areas:**

**Toilets and Rest Rooms**

Sweep floors	D
Wash floors with water and disinfectant	D
Wash and disinfectant toilets, sinks	D
Wash and scrub with water and soap and disinfectant all urinals	D
Wash and dry mirrors	D
Empty waste paper baskets	D
Wash and disinfectant wastepaper containers	D
Wash walls, woodworks, partitions and doors	W
Dust all furniture, window ledges	D
Replace paper towels, toilet paper, soap and urinal deodorants	D

**Hallways, staircase and entrance**

Sweep and dust mop floors	D
Wet mop floors (hard surface)	D
Clean doors, handles and glass panels	W
Dust pictures, notice boards, sign and furniture	W
Wash and dry interior windows	M
Shampoo carpets	AR
Empty ashtrays and wastepaper containers	D
Remove boxes, wrappings and other office wastes	

**Offices and conference rooms**

Empty and clean waste paper baskets	D
Sweep and dust mop floors	D
Vacuum carpets	AR
Dust all furniture office equipment/ machines	W
Clean and disinfectant telephones	W
Dust light fixture, walls, ceilings, baseboards/ doors	W
Wash and dry windows (internal)	M

**Storage rooms**

Ensure all areas are clear of trash	3W
Sweep and dust mop floors	W
Rearrange supplies and dust all shelves	W-AR

**Generals (areas not otherwise specified)**

Dust all light fixtures (under IT supervision)	M
Dust venetian blinds or vertical blinds	W2
Wash windows, screen and venetian blinds	M
Remove curtains/ handover for laundry	AR
Wash light fixtures (under strict IT supervision)	M2
Cleaning of the cafeteria floor, mop and wash	D
Provide support for moving furniture, event/ party preparation	AR
Professional pest control service	AR



#### D. Selection framework, benefits and entitlements

a) Selection framework: The Contractor is responsible for proposing support personnel for each service. However, the appointment of the proposed support personnel is subject to official approval of UN Offices. Before deployment of any support personnel for UN Offices, the contractor shall provide category-wise CVs of the concerned support personnel to the UN Office(s) for interview and clearance. The contractor will deploy support personnel only after obtaining clearance of the UN Offices. The Contractor shall submit Police Clearance and National ID card details of all selected support personnel to be deployed at the UN Offices prior to the commencement of their duties. A list of the Contractor's support personnel with names and National ID numbers shall become part of the Contract (LTA) and any changes to this list will require prior written approval of Contract Administrator/Operations Manager.

b) Benefits and entitlements: Payment of salaries/allowances to the support personnel of the contractor will be made on a monthly basis, within the first week of the following month. Salaries, festival bonus (as per contracting service provider's policy<sup>2</sup>) of the personnel should be compliant with standard market comparators' rate in following format:

No.	Description	(1) Number of personnel	(2) Fees in BDT per month*
1.	Cleaners' supervisor	1	21000
2.	Cleaners/ housekeeping personnel 11 (Hourly)	15	13000
3.	Cleaners/ housekeeping personnel (10 (Hourly)	15	13000
4.	Senior Messenger	05	16000
5.	Messenger/ Handyman/ Plumber	10	14000
6.	Creche Supervisor	1	17000
7.	Creche Caregiver	3	14000
8.	Gym Instructor	1	34000
9.	Gym Caretaker	1	16000
10.	Gym Spotter	1	15000
11.	Pantry Support Staff (non-Grade)	4	13500

\*Based on Market Analysis/ UN Agency Rates

<sup>2</sup> All payments/ benefits to the support staff will be ensured through monitoring / verifying by the Contract Administrator

c) Child labour: Child labour is strictly prohibited, as expressly stated in Article 19 of the attached General Conditions of Contract (LTA) for Professional Services (Annex IV).

d) Maternity Leave: Female support personnel should be able to avail maternity leave with benefits, as mentioned under section 45 of Bangladesh Labour Act 2006, (pregnant women are entitled to 16 weeks of leave with full wages).

e) Group insurance: The employer should offer group insurance for the all category support personnel under this contract (LTA).

f) The Contractor shall be made responsible for any theft/misconduct cases, only after proof of involvement is established, of the support personnel of the contractor.

## **E. Working Hours, Overtime and others:**

The following working hours shall be observed:

*Sunday through Thursday and except UN holidays (List of UN holidays will be provided)*

7.00 a.m. to 6.00 p.m. – 1 full time Supervisor

7.00 a.m. to 5:00 p.m. – full time female cleaners (1 on each floor)/

7.00 a.m. to 6.00 p.m. – full time male cleaners/ housekeeping (1 on each floor) / handyman personnel (1 for UNDP-CO Only)

7.00 a.m. to 6.00 p.m. – full time messenger

One-hour rest time

*Saturday:*

7.00 a.m. 1.00 p.m. – Supervisor and cleaners

The UN premises are subject to security regulations managed by UN Department of Safety and Security (UNDSS) and guarded by UN selected Security Company. The Security Rules are to be observed at all times and the status of UN staff is to be respected by Company and its personnel. While working in UN premises an access card issued by UNDSS is to be worn by the support staffs all the time. Smoking and use of Alcohol in UN premises is strictly prohibited. Violation of this requirement will result in cancellation of the contract with the company.

The Contractor is responsible for monitoring attendance and leaves of the support personnel employed under this contract. Leaves of the personnel should be informed at least 3 days in advance, in writing, to Contract Administrator. In such cases, the Contractor would make necessary arrangements to replace the staff with another staff having equal level of skills.

In exceptional circumstances, overtime @ BDT 100.00/ per hour up to a maximum of 4 hours per day will be accepted upon prior written approval by the designated UN Offices representative. The hours of overtime work should be quoted and calculated separately in the monthly invoice and accompanied with the respective proof for approved overtime hours.

## **F. Expected Deliverables:**

Provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:

- The provision of all the Service Providers' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.
- The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.
- All areas of the office to be kept clean at all times and in all areas.

- Daily cleaning of office space, meeting rooms and all other areas
- Ensuring cleanliness of all furniture and equipment which will include but are not limited to desks, computers, telephone sets, photocopiers and shredders, inside the offices at all times
- Daily cleaning of the toilets and the fixtures
- Daily cleaning of Panty space, Kitchenette and the equipment therein
- Daily cleaning of Floors, carpets, furniture as necessary
- Weekly cleaning of windows.

- a) **Supplies and Equipment:** The contractor will provide all equipment, as well as eco-friendly washing/cleaning supplies (liquids for dishes, floors, windows, furniture, install foam soap dispensers and proper paper towels dispensers in toilets) required for carrying out the work in regards to the provision of detergents and disinfectants for daily cleaning and make provision for in depth quarterly cleaning.

Note – following equipment should be available for the cleaning purpose

- a. Vacuum Machine – 4 Pcs to be supplied for usage during LTA period
  - b. Floor Scrubbing Machine – 2 Pcs to be supplied for usage during LTA period
  - c. Carpet Wash Machine – 1 Pc (on need basis only)
- b) **Liabilities of the service provider**
    - a. Cleaners/ messengers must be under the employment of the contracting service provider. The Service provider must issue proper written employment contracts/appointment letters latest on the day before they start their contract.
    - b. The appointment letter must reflect the following:
      - The service provider will provide at least 10 days of casual leave and 14 days certified sick leave to all employees in a calendar year with full pay according to the labour law of the Government of Bangladesh.
      - The service provider will maintain a standard amount for death and disability insurance policy for each employee deployed at UNDP. The description of the death and disability coverage is to be outlined in the technical proposal.
      - The service provider will maintain a standard amount for medical insurance policy for a calendar year for each messenger/ cleaners deployed at UNDP/ UN Agencies.
      - The service provider will provide two pairs of navy-blue uniforms, white shoes to all employees (as applicable) in a calendar year, except for the sweater/ pullover/ cardigans, rain coat and umbrella (only one for every two-year period).
      - The service provider will provide a fixed monthly cloth washing allowance to each of its employee deployed at UNDP/ UN Agencies.
    - c. The service provider and its employees will pay government taxes and VAT on the earnings from UNDP/ UN Agencies as per Bangladesh Government rules.
    - d. The minimum take home monthly salary of the support personnel should as per table illustrated above.
    - e. The contractor will arrange ethics training for its personnel deployed under this contract
    - f. The contractor must ensure and educate support staffs on harassment to prevent such within the workforce of service provider. Service provider must ensure Nil discrimination

**Indemnity:** The Service Provider shall indemnify UNDP against any claim for compensation in terms of Workmen's Compensation legislation for any loss which the Service Provider is liable; and any claim by any

support personnel of the Service Provider for any loss or damage resulting from any bodily injury and/or damage to property caused by cleaning staff.

**c) Employees' screening and deployment process**

Selected companies will do the primary shortlisting of the support personnel to be deployed to UNDP/ UN Agencies based on standard requirement under this LTA, Ensure compliance of the approved selection criteria.

The UNDP contract administrator anticipates the respective service provider to maintain at least 5-7 employees in the roster list. This roster will be used for future hiring/ urgent engagement/replacement/leave of existing personnel.

**J. Withdrawal of support personnel**

The contract administrator will provide 15 days advance written notice to the service provider to withdraw employees (if the need be) from their duty for performance reasons as indicated below:

- a. Performance/behaviour of the employee is not satisfactory;
- b. Support Personnel are involved in any issues pertaining to negligence or any misconduct;  
and withdraw immediately for reasons as indicated below:
- c. Support Personnel are involved in any issues pertaining to theft or any fraud;

UNDP/ UN Agencies have zero tolerance for abuse, sexual abuse, harassment, fraud, corruption and collusive practices. If the service provider or its personnel are involved in any such activities and practices, UNDP as the Contract Administrator will reserve the right to immediately cease the contract with the service provider and/or ask the service provider to withdraw concerned personnel without any notice period.

**Legal Status:** The service provider must be a legal entity of Bangladesh and has a valid e-BIN.

**K. Contract Duration and Conditions**

A Long-Term Agreement (LTA) for duration of Up to three years shall be signed between the selected Contractor and UNDP on behalf of the UN Offices stated above. Pursuant to the signed LTA, UNDP will enter into specific contractual arrangements with the Contractor on a yearly basis following a satisfactory performance of the services. Prior to extension of the Contract duration, a performance evaluation will be carried out by each UN agency, Staff Association and at least two big UNDP projects that receive services under this contract as per the Performance Evaluation Checklist attached as Annex.

In addition to the stated UN Offices and their administered/affiliated projects/offices, the Contractor shall provide cleaning services, upon request, to any other UN Office or their administered/affiliated projects/offices (including UN Daycare located on the 3<sup>rd</sup> floor, UN Gymnasium located on the 2<sup>nd</sup> floor of the IDB Bhaban building). Cleaning services for such UN Offices shall be rendered by the Contractor by deploying additional permanent or other support staff, including supply of additional cleaning materials and equipment. In this respect, costs for the additional floor space will be charged proportionately and according to the number of additional cleaners, cleaning materials and equipment needed. The Contractor shall provide from its own resources the necessary labor, industrial vacuum cleaner, industrial floor scrubber, cleaning equipment, materials as well as mobile, laundry, maintenance bill for daily upkeep and maintenance of the UN premises (inclusive of UNGYM and Day Care Center). Payment methodology stated in E to be adhered.

In carrying out the activities under this contract, the personnel of contractor shall not be considered in any respect as being the employees or agents of UNDP. UNDP does not accept any liability for claims arising out

of acts or omission of the contractor or its personnel, or of its contractors or their personnel, in performing the Activities or any claims for death, bodily injury, disability, damage to property or other hazards that may be suffered by contractor, and its personnel as a result of their work pertaining to the Activities under this contract.

**L. Payment for services and materials**

Monthly original invoices shall be submitted via email as agreed in contract agreement (invoices received by fax shall not be accepted) for all the services in terms of segregating (a) Salary invoice, (b) Materials, operations and maintenance bill invoice by the 10<sup>th</sup> day of every month for services and materials delivered during the expired month. The original invoices and supporting documents shall be verified by the Contract Administrator. The service provider will pay government taxes and VAT on the earnings from UNDP as per Bangladesh Government rules.

**M. Booth Office for execution of operational activities of the Contractor**

There is an option to provide the Contractor a vacant space of 75 sq. ft. within the UN Office premises at the IDB Bhaban to use as booth office for its operational activities and storage of cleaning materials. The Contractor will reimburse the UN Offices the proportionate monthly rent for the allocated office space for the period of its occupancy. The present monthly rate is Tk.95.00<sup>3</sup> per sq. ft. which is subject to change based on agreement between UNDP Management and the Contractor.

**N. Institutional Arrangement**

**Day-to-day administration of the support staffs**

The selected support personnel deployed at CO are expected to perform their duty under the overall supervision of the Common Service Focal person. At UNDP project office level, the selected the support personnel are expected to undertake their duty under the overall supervision of the Project Manager or most senior staff and direct supervision of the Finance and Administrative Assistant (if and as available).

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<sup>3</sup> Prevailing rate and subject to change during LTA period

## Annex-1 to the Terms of Reference – Job descriptions

### 1. Cleaning/ Janitorial Supervisor:

The supervisor should have extensive knowledge of successful cleaning crew management. Needs to possess interpersonal and oral communications skills with people at all levels and should have sound understanding of safety and sanitation standard and guidelines. Major responsibilities of the supervisor will be (but not limited to) as follows:

- ❖ Ensure cleaning, and other staff carry out their duties to the required standard through a monitoring programme
- ❖ Monitor and complete accurate registration of attendances and the rescheduling of cleaning and other staff to cover absences
- ❖ In conjunction with the organization and Contract Manager (Administrator) achieve fair distribution of duties, which may include redeploying cleaning assistance where necessary
- ❖ Take responsibility for making all cleaning assistants aware of and familiar with the correct use of all equipment and materials
- ❖ Ensure a timely stock re-ordering process is in place, looking at best value for the Organization
- ❖ Promote Health and Safety within the team and raise awareness amongst all staff of appropriate Health and Safety Regulations
- ❖ Produce reports and meet regularly with the Contract Manager to discuss the provisions and effectiveness of the service
- ❖ In conjunction with the Contract Manager, carries out performance reviews and appraisals
- ❖ In line with the sustainability policy ensures effective and economical use of equipment and materials
- ❖ Ensures a reporting system is in place for notifying furniture / fixture defects to the Contract Manager and take initiative for repair through Handyman
- ❖ Works in line with the expected behaviors as outlined in the UN Agencies' framework.
- ❖ Any other duties commensurate with the post.

**2. Basic Cleaning / housekeeping Services:** The following cleaning services are to be rendered under the Contract:

(a) Floors – daily sweeping and swabbing, scrubbing using detergent. Carpeted area should be cleaned using shampoo with dry foam method and removal of stains with suitable chemicals, as required and to be vacuum cleaned every week or as frequently as possible.

(b) Office furniture & fixtures, equipment, computers and accessories, doors and windows and Thai aluminum fittings, glasses, Venetians blinds and window screens. Daily wiping and cleaning using high quality cleaning materials, as approved by the Organization(s). Cleaning of carpets, venetian blinds, fabricated chairs/sofa as and when needed for the specific areas with required equipment and health hygienic cleaning materials. No hazardous chemicals/ materials will be allowed as cleaning materials.

(c) Wastage and garbage:

Daily cleaning of all waste paper, wastage and garbage as per on-the-spot instructions from in and around the offices and their disposal outside the building in a proper and environment friendly manner at the roadside dustbin or at the designated place(s). All waste papers must be shredded before disposal.

(d) Toilet floors, pan/commode, urinals and wash basins:

Daily sweeping, swabbing, scrubbing and cleaning using high quality cleaning materials/ detergents, as approved by the Organization(s). All toilets should be cleaned every 30 minutes.

(f) Fumigation:

On a weekly basis or as and when required effective fumigation treatment against termites, cockroaches, ants, rats, flies, spiders, lizards etc. should be applied. No human health-hazard chemicals/materials will be allowed.

(g) When required, housekeepers would need to render various manual labourer's jobs, for example, rearranging the office furniture and equipment, etc.

## COMPREHENSIVE DETAILS – SCHEDULE OF CLEANING SERVICE

### Frequency codes:

D	Daily
3W	Three times weekly
W-AR	At least weekly but also as required
2W	Twice weekly
W2	Every two weeks
M	Monthly
M2	Every two months
AR	As required

### Specific areas:

#### Toilets and Rest Rooms

Sweep floors	D
Wash floors with water and disinfectant	D
Wash and disinfectant toilets, sinks	D
Wash and scrub with water and soap and disinfectant all urinals	D
Wash and dry mirrors	D
Empty waste paper baskets	D
Wash and disinfectant wastepaper containers	D
Wash walls, woodworks, partitions and doors	W
Dust all furniture, window ledges	D
Replace paper towels, toilet paper, soap and urinal deodorants	D

#### Hallways, staircase and entrance

Sweep and dust mop floors	D
Wet mop floors (hard surface)	D
Clean doors, handles and glass panels	W
Dust pictures, notice boards, sign and furniture	W
Wash and dry interior windows	M
Shampoo carpets	AR
Empty ashtrays and wastepaper containers	D
Remove boxes, wrappings and other office wastes	

#### Offices and conference rooms

Empty and clean waste paper baskets	D
Sweep and dust mop floors	D
Vacuum carpets	AR
Dust all furniture office equipment/ machines	W
Clean and disinfectant telephones	W
Dust light fixture, walls, ceilings, baseboards/ doors	W
Wash and dry windows (internal)	M

#### Storage rooms

Ensure all areas are clear of trash	3W
Sweep and dust mop floors	W
Rearrange supplies and dust all shelves	W-AR

#### Generals (areas not otherwise specified)

Dust all light fixtures (under IT supervision)	M
Dust venetian blinds or vertical blinds	W2

Wash windows, screen and venetian blinds	M
Remove curtains/ handover for laundry	AR
Wash light fixtures (under strict IT supervision)	M2
Cleaning of the cafeteria floor, mop and wash	D
Provide support for moving furniture, event/ party preparation	AR
Professional pest control service	AR

### **3. Senior Messenger services for UNDP/ UN offices**

The Contractor will provide messenger services for UNDP country and project offices. Minimum qualification of the Sr. Messenger should be HSC (and basic knowledge in computer). Under the overall supervision of Contract Manager, the incumbent will carry out services such as: movement of files, collect and dispatch files & documents from project and Government office. Support to organize/manage office files. Support staff member to collect passport from embassy/passport office. Dispatch of paper/mail within the offices, loading/unloading including movement of office supplies and goods. Should have capacity to fix minor problems in the office machinery like photocopiers and printers. Needs to collect and deliver paper works from one cluster/ department to another. Prepares meeting rooms and ensure necessary logistic support is in place. Maintains other office supplies, especially stationery items and deliver to the who need them upon written request. The messenger is expected to have basic knowledge of the English language.

### **4. Messenger services for UNDP/ UN offices**

The Contractor will provide messenger services for UNDP country office. There would be at least one messenger on each floor who will be on call to carry out services such as: movement of files, dispatch of paper/mail within the offices, loading/unloading including movement of office supplies and goods. Should have capacity to fix minor problems in the office machinery like photocopiers and printers. Needs to collect and deliver paper works from one cluster/ department to another. Prepares meeting rooms and ensure necessary logistic support is in place. Maintains other office supplies, especially stationery items and deliver to the who need them upon written request. The messenger is expected to have basic knowledge of the English language.

### **5. UN Creche Caregiver Supervisor**

The caregiver supervisor should have extensive knowledge on Child Care, Child Development and Pre-School Education. Day Care Center (Creche) focal person the incumbent will carry out following responsibilities:

- Read to children, and teach them simple painting, drawing, handicrafts, and songs.
- Observe and monitor children's play activities.
- Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.
- Supervise the overall activities of the other caregivers of UN Creche and provide necessary support/guidance if necessary.
- Instruct children in health and personal habits such as eating, resting, and toilet habits.
- Assist in preparing food for children and serve meals and refreshments to children and regulate rest periods.
- Help children with homework and school work.
- Organize recreational activities and games.
- Dress children and change diapers.
- Provide backstopping support within UN Creche if necessary.
- Perform housekeeping duties such as laundry, cleaning, dishwashing, and changing of linens.
- Sanitize toys and play equipment.
- Discipline children and recommend or initiate other measures to control behavior, such as caring for own clothing and picking up toys and books.

### **6. Creche support personnel (Female only)**

Under the overall supervision of Contract Manager and Day Care Center (Crèche) focal person the incumbent will carry out following responsibilities:



Observe and monitor children's play activities. Keep records on individual children, including daily observations and information about activities, meals served, and medications administered. Instruct children in health and personal habits such as eating, resting, and toilet habits. Read to children, and teach them simple painting, drawing, handicrafts, and songs. Assist in preparing food for children and serve meals and refreshments to children and regulate rest periods. Organize recreational activities and games. Dress children and change diapers. Help children with homework and school work. Perform housekeeping duties such as laundry, cleaning, dishwashing, and changing of linens. Sanitize toys and play equipment. Discipline children and recommend or initiate other measures to control behavior, such as caring for own clothing and picking up toys and books.

#### **7. Gym Instructor**

The primary responsibilities will be supervising the gymnasium and planning and preparing fitness programs to meet the needs of the individual members and will assist with the daily running of the Gym (responsible for safety, equipment maintenance and administration). Gym trainer will also need to provide his expert advice and assistance to members pertaining to the correct use of gym equipment.

#### **8. Gym caretaker**

UN-Gym Care Taker will have the overall responsibility for effectively managing all administrative aspects of the gym that will include Client Satisfaction. Membership Management, Facility Cleanliness and Function ability as well as other Financial and Administrative goals. He/ she will also assist Gym Trainer with the daily running of the Gym (responsible for safety, equipment maintenance and administration).

#### **9. Gym Spotter**

UN-Gym Spotter will have the overall responsibility for effectively managing all technical aspects of the gym that will include Client Satisfaction. Workout Management, Facility Management and Function ability of all Gym Equipment for proper workout of the members. He/ she will also assist Gym Trainer with the daily running of the Gym (responsible for workout safety, equipment management & safety and administration).

#### **10. Pantry Support Staff**

Receives, sorts, stocks, and stores refrigerated food items and packing food orders. Keep the Food Pantry clean -this includes the breakdown of cardboard boxes for recycling, carrying out the trash, sweeping and sanitizing the Pantry floor. Serves food and drinks in most hygienic way possible ensuring food safety compliance.

#### **11. Handyman support personnel cum Messenger**

UNDP office needs to address minor repair works such as workstation adjustment, fixing or replace locks or other accessories of display shelf, office door, drawer, cabinets, put up notice boards by drilling holes on temporary walls/ structures, carpentry and plumbing works, etc. UNDP will engage handyman personnel to support with these small works instead of hiring external vendor to reduce time and cost. The incumbent will extend his support to Messenger, subject to analysis of the workload by the Contract Administrator. The personnel expected to hold certificate or degree from recognized technical institution.

#### **- Technical Requirements**

All personnel, supplies and equipment are to be provided by the Contractor.

#### **- Supplies and Equipment**

The Contractor will be responsible for the regular supply of all detergents, equipment and cleaning materials required for cleaning the UN offices and in the quantities listed as Attachment — List of Cleaning Materials and Equipment. On a monthly basis the Contractor shall be paid for the quantities of supplies and equipment listed in Annex II, as per the prices quoted in the Price Schedule of the Contractor. The brand of the detergents

Used has to certify the quality of the products and that they are environmentally clean.

- **Personnel**

Requirements:

The Contractor shall provide at all times Supervisor for IDB premise which will be serviced under the Contract.

The Supervisor is expected to have (explained details on Job Details above):

- ✓ Managerial skill to oversee day to day various housekeeping/ cleaning/ janitorial services
- ✓ Filing correspondence related to support services expanded to UN Agencies and projects
- ✓ have a thorough knowledge of operating computers, especially word and excel to support with communications with all locations where support services are provided
- ✓ knowledge about the various cleaning solutions, equipment and materials
- ✓ be able to both properly train and manage employees in their individual tasks;
- ✓ maintain and control an effective inspection and follow-up program in terms of cleaning and security
- ✓ thorough understanding of floor space measurement, space occupancy and ready to support Contract Manager regarding office area and common space calculation

The cleaners and messengers are permanent staff of the Contractor and should be experienced in their specific nature of work. They should be of good health (free from skin and infectious diseases), young, energetic, honest and polite and should wear a uniform, gloves, mask (as and when required) and an ID card while on duty. The Supervisor shall have advance knowledge of spoken and written English while the cleaners are expected to understand basic instruction in English language.

## **ANNEX-2 OF TOR**

### **Performance Evaluation Checklist**

Name of Contractor: \_\_\_\_\_

Services Provided: \_\_\_\_\_

Contract Period: \_\_\_\_\_

Assessment Period: \_\_\_\_\_

Rating:

Excellent — 4; Good —3; Needs improvement — 2; Dissatisfactory —1

<b>Performance Evaluation</b>		
<b>Criteria</b>	<b>Rating</b>	<b>Remarks</b>
<b>1. Quality of services</b>		
<b>2. Delivery and timeliness</b>		
<b>3. Regular disposal of waste baskets</b>		
<b>4. Cleanliness of carpeted and tiled floors</b>		
<b>5. Cleanliness of toilets</b>		
<b>6. Cleanliness of office furniture and equipment's</b>		
<b>7. Cleanliness of windows, Venetian blinds, window screens</b>		
<b>8. Regular replenishment of toiletries in toilets</b>		
<b>9. Quality of cleaning materials/toiletries</b>		
<b>10. Dress appearance of the personnel</b>		
<b>TOTAL:</b>		
<b>Maximum obtainable score:</b>	40	
<b>Obtained score in %</b>		
<b>RECOMMENDATION</b>		
85%-100% - Continue to provide services in the future		
75%--84% - Need advice for improvement ( please provide information on areas for improvement )		
65% -74% - Issue warning letter ( please provide further information ) and repeat performance evaluation in 6 months' time.		
64% and below - Not recommended for future employment (please provide further information/evidence)		

**Evaluation performed by:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

UN Agency: \_\_\_\_\_

Date: \_\_\_\_\_

**Endorsed by Contractor Administrator:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

UN Agency: \_\_\_\_\_

Date: \_\_\_\_\_

## Section 5b: Other Related Requirements

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]*

<b>Delivery Term [Incoterms 2010]</b> <b>Please link this to price schedule</b>	<input checked="" type="checkbox"/> DAP
<b>Exact address of delivery of services</b>	UN Offices and their Affiliated/Administered Projects/Offices located in Dhaka and various fields offices across Bangladesh
<b>Post-Qualification Actions</b>	<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"/> Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with Government entities/ UN/ INGOs with jurisdiction on the bidder, or any other entity that may have done business with the bidder; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed; <input checked="" type="checkbox"/> Physical inspection of the bidder's plant, factory, branches or other places where business transpires, with or without notice to the bidder
<b>Payment Terms</b> <i>(max. advanced payment is 20% as per UNDP policy)</i>	<b>Other (pls. specify) Payment will be released on monthly basis via Bank Accounts within 30 days of the following month</b>
<b>Conditions for Release of Payment</b>	<input checked="" type="checkbox"/> Others Monthly release of Payment on actual invoice basis (with proof of leave and other information) <input checked="" type="checkbox"/> Written Acceptance of Service and Material based on full compliance with ITB requirements
<b>All documentations, including catalogues, instructions and operating manuals, shall be in this language</b>	English

## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

### Technical Bid:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Bid Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Bid/Bill of Quantities	<input type="checkbox"/>
▪ Form G: Form of Bid Security	
▪ [Add other forms as necessary]	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Price Schedule:

▪ Form F: Price Schedule Form	<input type="checkbox"/>
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## Form A: Bid Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

We, the undersigned, offer to supply the goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

Our attached Price Schedule is for the sum of [Insert amount in words and figures and indicate currency].

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Bid you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Bid and bind it should UNDP accept this Bid.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent)</b> <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment?</b> <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy?</b> <i>(If yes, provide a Copy)</i>	[Complete]
<b>Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues</b>	[Complete]
<b>Is your company a member of the UN Global Compact</b>	[Complete]
<b>Contact person that UNDP may contact for requests for clarifications during Bid evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete]



	Email: [Complete]
<p><b>Please attach the following documents:</b></p>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</li> <li>▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidences of the Bidder's practices 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.), either in its business practices or in the goods it manufactures</li> <li>▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder</li> <li>▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.</li> <li>▪ Export Licenses, if applicable</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ Offer from an insurance company for the death and disability insurance policy including detailed description of the coverage.</li> <li>▪ Offer from an insurance company for the medical insurance policy Duly Accomplished Form as provided in Section 2, and in accordance with the Terms of Reference</li> <li>▪ Financial Proposal in in accordance with the format provided on relevant Section</li> <li>▪ Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;</li> <li>▪ Business Licenses – Registration Papers, VAT, TIN, Tax Payment Certification, etc.</li> <li>▪ Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ 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. (Annex)</li> <li>▪ List of at least 3 major clients for similar services supported by relevant recommendations/Work orders;</li> <li>▪ A proposed pool of Human Resources with qualification, education and expertise including detailed description of the coverage.</li> </ul>
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## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

## Form D: Eligibility and Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### History of Non- Performing Contracts

<input type="checkbox"/> Non-performing contracts did not occur during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

### Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

### Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the m (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year 2016-2017 USD Year 2017-2018 USD Year 2018-2019 USD
<b>Latest Credit Rating (if any), indicate the source</b>	

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 2016-2017	Year 2017-2018	Year 2018-2019
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
  - Historic financial statements must be audited by a certified public accountant;
  - Historic financial statements must correspond to accounting periods already completed and audited.
- No statements for partial periods shall be accepted.

## Form E: Format of Technical Bid

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

### 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 requirements/specifications. All important aspects should be addressed in sufficient detail.

- 2.1 A detailed description of how the Bidder will deliver the required goods and services, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.4 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

**Under the Column “a”, please list items from Section 5a (Terms of Reference). Related services and requirements**

Goods and services to be Supplied and ToR/Technical Specifications		Your response	
		Yes, we comply	No, we cannot comply (indicate discrepancies)
Component Name	Terms of Reference/Technical Specification		
<b>Category support personnel:</b>	1. Cleaner Supervisor 2. Cleaner/ housekeeping personnel 3. Messenger 4. Senior Messenger 5. Creche Supervisor 6. Creche Caregiver 7. Gym Instructor 8. Gym Spotter 9. Gym Caretaker 10. Pantry support staff 11. Handyman service personnel cum messenger / Handyman (maintenance)		
<b>Scope of Services</b>	The identified services provider will be expected to provide cleaning services of high-quality standards using environmentally friendly cleaning products and supplies, for premises consisting of open space working area, stairs, reception area, inside office spaces, kitchenette, conference and meeting rooms, toilets and vehicle parking spaces. Details of scope of work is given in the annexure. The service provider is also expected provide support staffs who would work as messenger, Pantry support personnel and also for Gymnasium and Creche.		
<b>Comprehensive details - Schedule of cleaning service</b>	Specific areas: <b>Toilets and Rest Rooms</b> Sweep floors Wash floors with water and disinfectant Wash and disinfectant toilets, sinks Wash and scrub with water and soap and disinfectant all urinals Wash and dry mirrors Empty waste paper baskets Wash and disinfectant wastepaper containers Wash walls, woodworks, partitions and doors Dust all furniture, window ledges Replace paper towels, toilet paper, soap and urinal deodorants		
	<b>Hallways, staircase and entrance</b> Sweep and dust mop floors Wet mop floors (hard surface) Clean doors, handles and glass panels Dust pictures, notice boards, sign and furniture Wash and dry interior windows Shampoo carpets Empty ashtrays and wastepaper containers Remove boxes, wrappings and other office wastes		

Goods and services to be Supplied and ToR/Technical Specifications		Your response	
		Yes, we comply	No, we cannot comply (indicate discrepancies)
Component Name	Terms of Reference/Technical Specification		
	<b>Offices and conference rooms</b> Empty and clean waste paper baskets Sweep and dust mop floors Vacuum carpets Dust all furniture office equipment/ machines Clean and disinfectant telephones Dust light fixture, walls, ceilings, baseboards/ doors Wash and dry windows (internal)		
	<b>Storage rooms</b> Ensure all areas are clear of trash Sweep and dust mop floors Rearrange supplies and dust all shelves		
	<b>Generals (areas not otherwise specified)</b> Dust all light fixtures (under IT supervision) Dust venetian blinds or vertical blinds Wash windows, screen and venetian blinds Remove curtains/ handover for laundry Wash light fixtures (under strict IT supervision) Cleaning of the cafeteria floor, mop and wash Provide support for moving furniture, event/ party preparation		
Selection framework, benefits and entitlements	<b>a) Selection framework:</b> The Contractor is responsible for proposing support personnel for each service. However, the appointment of the proposed support personnel is subject to official approval of UN Offices. Before deployment of any support personnel for UN Offices, the contractor shall provide category-wise CVs of the concerned support personnel to the UN Office(s) for interview and clearance. The contractor will deploy support personnel only after obtaining clearance of the UN Offices. The Contractor shall submit Police Clearance and National ID card details of all selected support personnel to be deployed at the UN Offices prior to the commencement of their duties. A list of the Contractor's support personnel with names and National ID numbers shall become part of the Contract (LTA) and any changes to this list will require prior written approval of Contract Administrator/Operations Manager. <b>b) Benefits and entitlements:</b> Payment of salaries/allowances to the support personnel of the contractor will be made on a monthly basis, within the first week of the following month. <b>c) Child labour:</b> Child labour is strictly prohibited, as expressly stated in Article 19 of the attached General Conditions of Contract (LTA) for Professional Services (Annex IV). <b>d) Maternity Leave:</b> Female support personnel should be able to avail maternity leave with benefits, as mentioned under section 45 of Bangladesh Labour Act 2006, (pregnant women are entitled to 16 weeks of leave with full wages). <b>e) Group insurance:</b> The employer should offer group insurance for the all category support personnel under this contract (LTA).		



Goods and services to be Supplied and ToR/Technical Specifications		Your response	
		Yes, we comply	No, we cannot comply (indicate discrepancies)
Component Name	Terms of Reference/Technical Specification		
	<b>f) Theft/ Misconduct</b> The Contractor shall be made responsible for any theft/misconduct cases, only after proof of involvement is established, of the support personnel of the contractor.		
<b>Working Hours, Overtime and others:</b>	<b>The following working hours to be observed:</b> <b>Sunday through Thursday and except UN holidays (List of UN holidays will be provided)</b> 7.00 a.m. to 6.00 p.m. - 1 full time Supervisor 7.00 a.m. to 5:00 p.m. - full time female cleaners (1 on each floor)/ 7.00 a.m. to 6.00 p.m. - full time male cleaners/ housekeeping (1 on each floor) / handyman personnel (1 for UNDP-CO Only) 7.00 a.m. to 6.00 p.m. - full time messenger One-hour rest time  <b>Saturday:</b> 7.00 a.m. 1.00 p.m. - Supervisor and cleaners The UN premises are subject to security regulations managed by UN Department of Safety and Security (UNDSS) and guarded by UN selected Security Company. The Security Rules are to be observed at all times and the status of UN staff is to be respected by Company and it's personnel. While working in UN premises an access card issued by UNDSS is to be worn by the support staffs all the time. Smoking and use of Alcohol in UN premises is strictly prohibited. Violation of this requirement will result in cancellation of the contract with the company. The Contractor is responsible for monitoring attendance and leaves of the support personnel employed under this contract. Leaves of the personnel should be informed at least 3 days in advance, in writing, to Contract Administrator. In such cases, the Contractor would make necessary arrangements to replace the staff with another staff having equal level of skills.		
<b>Expected Deliverables:</b>	<b>Provide and execute everything necessary for the services in accordance with industry standards and norms in terms of the prevailing sectorial determination, and industry acceptable training levels, and any other relevant regulations, including, but not necessarily limited to:</b>  <ul style="list-style-type: none"> <li>• The provision of all the Service Providers' equipment, qualified, competent and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.</li> <li>• The service provider shall at all times ensure that all staff is neatly clothed in uniforms (with the company logo) with necessary protective equipment which shall include but not limited to headgear, shoes and hand gloves.</li> <li>• All areas of the office to be kept clean at all times and in all areas. <ul style="list-style-type: none"> <li>- Daily cleaning of office space, meeting rooms and all other areas</li> <li>- Ensuring cleanliness of all furniture and equipment which will include but are not limited to desks, computers, telephone sets, photocopiers and shredders, inside the offices at all times</li> <li>- Daily cleaning of the toilets and the fixtures</li> </ul> </li> </ul>		

Goods and services to be Supplied and ToR/Technical Specifications		Your response	
		Yes, we comply	No, we cannot comply (indicate discrepancies)
<b>Component Name</b>	<b>Terms of Reference/Technical Specification</b>		
	-Daily cleaning of Panty space, Kitchenette and the equipment therein -Daily cleaning of Floors, carpets, furniture as necessary -Weekly cleaning of windows.		
<b>Conformity with other mandatory conditions</b>	<b>Requirement of Supplies and Equipment</b>		
	<b>Liabilities of the service provider</b>		
	<b>Indemnity:</b>		
	<b>Employees' screening and deployment process</b>		
	<b>Withdrawal of support personnel</b>		
<b>Qualifications of Service Provider</b>	1. Proven track record in rendering satisfactory services to high-end premises. 2. Financially sound and stable, evidenced by audited financial statements for the past two years of operation 3. The personnel must have training and experience in similar environments and must not have criminal records or pending court cases against them. 4. Those deployed to work at UNDP will be required to submit a Certificate of Good Conduct 5. Service Provider must be a legal entity of Bangladesh and has a valid e-BIN		

Other Related services and requirements (based on the information provided in Section 5b)		Compliance with requirements	
		Yes, we comply	No, we cannot comply (indicate discrepancies)
<b>Delivery Term [Incoterms 2010]</b> <b>Please link this to price schedule</b>	<input checked="" type="checkbox"/> DAP		
<b>Exact address of delivery of services</b>	UN Offices and their Affiliated/Administered Projects/Offices located in Dhaka and various fields offices across Bangladesh		
<b>Post-Qualification Actions</b>	<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"/> Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with Government entities/ UN/ INGOs with jurisdiction on the bidder, or any other entity that may have done business with the bidder; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;		

Other Related services and requirements <i>(based on the information provided in Section 5b)</i>		Compliance with requirements	
		Yes, we comply	No, we cannot comply <i>(indicate discrepancies)</i>
	<input checked="" type="checkbox"/> Physical inspection of the bidder's plant, factory, branches or other places where business transpires, with or without notice to the bidder		
<b>Payment Terms</b> <i>(max. advanced payment is 20% as per UNDP policy)</i>	<b>Other (pls. specify) Payment will be released on monthly basis via Bank Accounts within 30 days of the following month</b>		
<b>Conditions for Release of Payment</b>	<input checked="" type="checkbox"/> Others Monthly release of Payment on actual invoice basis (with proof of leave and other information) <input checked="" type="checkbox"/> Written Acceptance of Service and Material based on full compliance with ITB requirements		

### SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the scope of goods and/or services.

#### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none"><li>▪ Name of institution: [Insert]</li><li>▪ Date of certification: [Insert]</li></ul>
<b>Employment Record/Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

## FORM F: Price Schedule Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any.

**Currency of the Bid: BGD TAKA / US\$**

### Summary of the Price Schedule

Description	Year -1	Year -2	Year – 3
Personnel Cost (A)			
Material Cost (B)			
Management Cost/ Profit from the service (C) (should not exceed the total of A and B above)			
Other Costs (if any) (D)			
Grand Total: (In Amount and In Words) [A+B+C+D]			

### Detailed Cost Breakdown:

#### Personnel Cost (A)

No.	Description	(1) Number of personnel	(2) Fees in BDT per month*	(3) Total fees in BDT per month [(1)X(2)]	Total fees in BDT for 12 Months – Year 1	Year 2 (5.5% Increase)	Year 3 (5.5% Increase)
1.	Cleaners' supervisor	1					
2.	Cleaners/ housekeeping personnel 11 Hourly)	15					
3.	Cleaners/ housekeeping personnel (10 Hourly)	15					
4.	Senior Messenger	05					
5.	Messenger/ Handyman/ Plumber	10					
6.	Creche Supervisor	1					

No.	Description	(1) Number of personnel	(2) Fees in BDT per month*	(3) Total fees in BDT per month [(1)X(2)]	Total fees in BDT for 12 Months – Year 1	Year 2 (5.5% Increase)	Year 3 (5.5% Increase)
7.	Creche Caregiver	3					
8.	Gym Instructor	1					
9.	Gym Caretaker	1					
10.	Gym Spotter	1					
11.	Pantry Support Staff (non-Grade)	4					
12.	Contingency Cost <sup>4</sup>	LS					

Important to note:

- The unit rate quoted by the supplier will fixed for 3 years of the LTA and will not be subject to change after the LTA is signed
- Uniform including shoe charges
- Washing allowance for clothes per employee
- Mobile call charge for the Cleaning Supervisor per month will be fixed at Tk. 500.

## Material/ Consumable Cost<sup>5</sup> (B)

No	Item Name	(1) Quantity (Monthly)	(2) Unit Price	Total Price (1X2) X 12 Months Year-1	Year-2	Year-3
01	Tissue Box	350 Boxes				
02	Vim Powder (500 Gm)	40 Pkt.				
03	Paper Towel – 800 Pcs	800 Pcs.				
04	Toilet Tissue	1300 Pcs.				
05	Carpet shampoo (5 ltr.)	2 Pcs.				
06	Lux Soap (Small)	60 Pcs.				
07	Liquid Soap (20 Ltr.)	15 Ltr.				
08	Jet Powder (1000 Gm)	6 Pkt.				
09	Harpic – 500 ML	30 Pcs				
10	Trix – 500 ML	15 Pcs				
11	Vicol – 500 ML	04 pcs				
12	Wheel 500 GM	28 Pkt				
13	Glass Cleaner – 350 ML	17 Pcs				
14	White Plus – 900 ML	18 Pcs				

<sup>4</sup> Please specify the items are covered under **Contingency Cost**

<sup>5</sup> Subject to further review some of the materials may be modified/ replaced with different item depending on the actual need. However, cost will be adjusted accordingly.

No	Item Name	(1) Quantity (Monthly)	(2) Unit Price	Total Price (1X2) X 12 Months Year-1	Year-2	Year-3
15	M.P Cream	0.5 Ltr				
16	Alkene	0.5 Ltr				
17	Carpet Shampoo	02 Ltr.				
18	Savlon	01 Ltr				
19	Aerosol – 475 ML	20 Pcs				
20	Air Freshener refill – 300 ML	30 Pcs				
21	Battery operated auto Air Freshener Machine	50 Pcs				
22	Battery (for Auto Air machine)	80 Pcs				
23	Wizard – 50 GM	70 Pcs				
24	Naphthalene	10 Pcs				
25	Abrasive Pad	20 Pcs				
26	Duster	60 Pcs				
27	Hard Brush	04 pcs				
28	Toilet Brush	06 Pc				
29	Mop Cloth	20 Pcs				
30	Silicon Paper	02 Pcs				
31	Pasta Blanca (chemical for floor mosaic/ marble floor) [Made in Indonesia]	0.5 Kg				
32	Thinner	0.5 Ltr				
33	Soft Broom	12 Pcs				
34	Hard Broom	06 Pcs				
35	Long Broom	6 Pcs				
36	Toilet Basket/toilet Vine	72 pcs				
37	Water Bucket – 20 Lit. (one time supply)	35 Pcs				
38	Water Bucket – 10 Lit. (one time supply)	45 Pcs				
39	Plastic Badna (one time supply)	80 Pcs				
40	Plastic Belcha	12 Pcs				
41	Gum boot (yearly)	22 Pairs				
42	Hand Gloves (monthly)	22 Pairs				
43	Drum for garbage with Cover (BIG) (one-time supply – yearly)	14 pcs				

Name of Bidder: \_\_\_\_\_

Authorized signature: \_\_\_\_\_

Name of authorized signatory: \_\_\_\_\_

Functional Title: \_\_\_\_\_

## FORM G: Form of Bid Security - NOT APPLICABLE

**Bid Security must be issued using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template.**

---

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

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Bid to UNDP dated [Click here to enter a date](#) to execute goods and/or services [Insert Title of Goods and/or Services] (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 if 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 Bids;
- c) Fails to comply with UNDP's variation of requirement, as per ITB instructions; 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 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 up to 30 days after the final date of validity of bids.

### **SIGNATURE AND SEAL OF THE GUARANTOR BANK**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

*[Stamp with official stamp of the Bank]  
[insert: address and email address]*



**Form H: Self Declaration that the company is not in  
the UN Security Council 1267/1989 List**

## **Declaration**

Date:

**United Nations Development Programme**

UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

**Assignment: Long Term Agreement for Provision of Cleaning, Housekeeping and  
Messenger Service for UN Offices and their Affiliated/Administered Projects/Offices  
located in Dhaka and various fields offices all over Bangladesh**

**Reference: ITB-BD-2019-006**

Dear Sir/Madam

I declare that ..... is not in the UN  
Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,