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## REQUEST FOR QUOTATION (RFQ)

To: Interested Bidders	DATE : 11 January 2017
	REFERENCE: RFQ/UNDP/SUSTAIN/004/2017
	Provision of Messenger & Office Assistant

Dear Sir / Madam:

We kindly request you to submit your quotation for **Provision of Messenger and Office Assistant at Jakarta, Indonesia**, as detailed in **Annex 1** of this RFQ. When preparing your quotation, please be guided by the form attached hereto as **Annex 2**.

Quotations may be submitted on or before **Monday, 23 January 2017 at 10.00 AM Local Time** and via ☒ e-mail, ☒ courier mail to the address below:

**United Nations Development Programme - UNDP**

Menara Thamrin Building, 8th Floor

Kav. 3, Jl. M.H. Thamrin

Jakarta 10250, Indonesia

Phone : 021-2980 2300 Ext.410

Email : [bids.id@undp.org](mailto:bids.id@undp.org)

Attn : Procurement unit

Quotations submitted by email must be limited to a maximum of 6 MB per email and it should be virus-free. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

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

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/services :

Delivery Terms [INCOTERMS 2010]	<input checked="" type="checkbox"/> FCA local delivery <input type="checkbox"/> CPT <input type="checkbox"/> CIP <input type="checkbox"/> DAP <input type="checkbox"/> Other
Customs clearance <sup>1</sup> , if needed, shall be done by:	N/A
Exact Address/es of Delivery Location/s	Please refer to Annex 1 - TOR
UNDP Preferred Freight Forwarder, if any <sup>2</sup>	N / A
Distribution of shipping documents	N / A
Latest Expected Delivery Date and Time ( <i>if delivery time exceeds this, quote may be rejected by UNDP</i> )	<input checked="" type="checkbox"/> Please refer to Annex 1 - Term of References <input type="checkbox"/> As per Delivery Schedule attached [ <i>if delivery will be staggered</i> ] Time : N/A Time Zone of Reference : Jakarta Local Time
Delivery Schedule	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Preferred Currency of Quotation <sup>3</sup>	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> IDR
Value Added Tax on Price Quotation <sup>4</sup>	<input type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	N/A
Deadline for the Submission of Quotation	<b>Monday, 23 January 2017 at 10.00 AM Jakarta Local Time</b>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input type="checkbox"/> A statement whether any import or export licenses are required in respect of the goods to be purchased including any restrictions on the country of origin, use/dual use nature of goods or services, including and disposition to end users; <input type="checkbox"/> Confirmation that licenses of this nature have been obtained in the past and an expectation of obtaining all the necessary licenses should

	<p>the quotation be selected;</p> <p><input type="checkbox"/> Quality Certificates (ISO, etc.);</p> <p><input checked="" type="checkbox"/> Latest Business Registration Certificate ;</p> <p><input type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance;</p> <p><input type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer);</p> <p><input type="checkbox"/> Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer);</p> <p><input type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied ;</p> <p><input type="checkbox"/> Complete documentation, information and declaration of any goods classified or may be classified as "Dangerous Goods".</p> <p><input type="checkbox"/> Patent Registration Certificates (if any of technologies submitted in the quotation is patented by the Supplier);</p> <p><input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Others : Company Profile</p>
Period of Validity of Quotes starting the Submission Date	<p><input checked="" type="checkbox"/> 60 days</p> <p><input type="checkbox"/> 90 days</p> <p><input type="checkbox"/> 120 days</p> <p>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p>
Partial Quotes	<p><input type="checkbox"/> Bidder may quote one or more lot but not partially</p> <p><input checked="" type="checkbox"/> Not Permitted</p>
Payment Terms	<p><input type="checkbox"/> 100% upon complete delivery of goods/services</p> <p><input checked="" type="checkbox"/> Others refers to TOR</p>
Liquidated Damages	N / A
Evaluation Criteria	<p><input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price</p> <p><input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions</p> <p><input type="checkbox"/> Earliest Delivery / Shortest Lead Time</p> <p><input type="checkbox"/> Others</p>
UNDP will award to:	<p><input checked="" type="checkbox"/> One supplier</p> <p><input type="checkbox"/> One or more Supplier</p>
Type of Contract to be Signed	<p><input type="checkbox"/> Purchase Order</p> <p><input type="checkbox"/> Long-Term Agreement5 (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</p> <p><input checked="" type="checkbox"/> Other Type: Institutional Service Contract</p>
Special conditions of Contract	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by one week</p> <p><input type="checkbox"/> Others</p>

Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection <input type="checkbox"/> Complete Installation <input type="checkbox"/> Passing all Testing & Commissioning which will be checked against the Technical Specification <input type="checkbox"/> Completion of Training on Operation and Maintenance <input type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements <input checked="" type="checkbox"/> Others : upon completion of service and submission of original invoice
Annexes to this RFQ	<input checked="" type="checkbox"/> Term of Reference of the Services Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions/Special Conditions (Annex 3)  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only)	<u>marcliani.sianipar@undp.org</u> and cc <u>Yusef.millah@undp.org</u>  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.

Goods/services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

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

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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

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

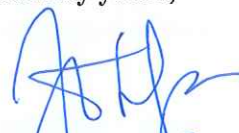
Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information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

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

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

Thank you and we look forward to receiving your quotation.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'John Benjamin', is written over the printed name and title.

**John Benjamin**  
Procurement Specialist  
11 January 2017

**ANNEX 1**  
**TERMS OF REFERENCE (TOR)**

**Provision of Messenger & Office Assistant**

**I. BACKGROUND**

UNDP has been working on democratic governance issues in Indonesia for many years, and has contributed significantly to consolidating democracy through provision of policy advice and technical assistance, and by promoting and brokering dialogue and engaging in knowledge networking. In the justice sector, UNDP has been involved in providing support to ensuring access to justice and is currently implementing a Strengthening Access to Justice in Indonesia (SAJI) project which was developed based on experiences and lessons learned from two previous projects: Aceh Justice Programme (AJP) and the Legal Empowerment and Assistance for the Disadvantaged (LEAD) Project.

With funding support from the European Union, and in partnership with the Government of Indonesia, UNDP is initiating a project aimed at supporting the Supreme Court to strengthen the rule of law and enhance public trust in the judicial system by increasing the transparency, integrity and accountability of the judiciary and the quality of justice services provided to the people. The Support to the Justice Sector Reform in Indonesia (SUSTAIN) project will support the Supreme Court in the implementation of its Blueprint for Judicial Reform 2010-2035 through the achievement of four results: (1) enhanced internal and external oversight mechanisms of the judiciary; (2) enhanced knowledge and skills of judges & court staff and strengthened capacity of the Supreme Court Training Centre; (3) enhanced Human Resource and Organisation Management via integrated Human Resources and performance management databases, an effective implementation of advanced Human Resources policies, and a strengthened Judicial Reform Team Office; and (4) enhanced Case Management System and procedures of the judiciary to improve transparency, quality of case data and decisions and timeliness of case handling.

## II. OBJECTIVES

The Supreme Court office located at Secretariat Building, Jl. Ahmad Yani, Kav 58, Cempaka Putih Timur, Jakarta, 10510, requires a firm that has capacity to provide and manage :

- 1 (one) personnel as Office Assistant and
  - 1 (one) personnel as Messenger
- for day to day operation assistant with scope of services as written in point III and V.

## III. SCOPE OF SERVICES

### **Office Assistant :**

- Assist in making photocopies and more substantive photocopying
- Undertake tasks requested by Project staff
- Provide support services as required such as seating rearrangement, snack/drinking, and arrangements for meeting/event preparation and return back the condition of room after the meeting/event finish during the office hours or beyond.
- Clean office room, ensure that the whole working areas are clean and tidy at all times including their (CS) working area.
- Clean, wipe, vacuum or dust-remove office furniture, book files, vacuum carpets, garbage bins, walls and etc.
- Clean all glass and baseboards inside rooms.
- Clean drinking glass and plates.
- Not allowed to leave the premises during working hours, as stated in article VII, except for special purpose or through a request approved by the Supervisor.
- Shall be at their working area at all time and easy to be contacted.
- Shall return any office properties and/or personal belongings found in the common areas, such as toilets or meeting rooms.
- Perform waste collection and disposal taking into account segregation and recycling best practices.
- Undertake tasks requested by Project staff
- Cleaning equipment should be provided such as brooms, dustpan, flat shovel, gloves, brushes, duster cloth, garbage bags etc.

### **Messenger :**

- Undertake tasks requested by Project staff
- Collect and deliver mail from project office to UN offices and the partners related.
- Assist in making photocopies and more substantive photocopying

#### **IV. QUALIFICATIONS OF PERSONNEL**

##### **Office Assistant**

- Completion of High School Graduates (SMU).
- Minimum of three years working experience as an Office Assistant
- Capable of operating switchboard, copy machine, fax and familiar with electronic equipments.
- Able to take messages and relay message to the right personnel

##### **Messenger**

- Completion of High School Graduates (SMU).
- Minimum of three years working experience as Messenger, such as collect and deliver mail, pick up goods as requested by Project staff
- Able to take messages and relay message to the right personnel
- Able to operating photo copy machine and familiar with standard office equipment is advantage
- Capable of operating switchboard, copy machine, fax and familiar with electronic equipments.

#### **V. QUALIFICATIONS OF THE IDEAL FIRM:**

1. Proven track record in rendering satisfactory services in providing Personnel and Service as stated in point III.
2. Fulfill or exceeds the minimum standards of the Indonesia Labor Code.
3. Financially sound and stable, as may be evidenced by authentic financial statements for the past 3 years of operation.
4. Experience in servicing international and diplomatic organizations is definitely an advantage, but not required.
5. Able to deploy required Personnel, with the following standards:
  - i. Skilled and experienced in delivering high quality services complying to the utmost standards
  - ii. Experience in servicing international and diplomatic organizations is definitely an advantage, but not required
  - iii. Client-service oriented and client satisfaction conscious
  - iv. Sufficient trustworthiness to be allowed access to office of UNDP
  - v. Physically and mentally fit to efficiently and effectively perform the required service
  - vi. Of utmost integrity, outstanding moral character, emotionally stable, and ethical in their behavior at all times.
6. Ensuring that all personnel employed are alert, proactive, and client service oriented; and regular training on subjects relevant to their job provided to keep up their quality services, including basic safety training for enhancing their capabilities.
7. Undertake a periodic performance evaluation on their personnel assigned in UN building.



8. Ensuring a timely back-up arrangement (at no cost), when any of the staff is absent without compromising the quality services.
9. Providing the employees with adequate uniform including accessories to ensure presentable appearance, neatness & tidiness at all time.
10. Preparing a monthly progress report and plan on action for the implementation of the contract.
11. Guarantee and ensure compliance with the prevailing labor laws, such as provision of at least the minimum regional wage for the net take-home pay salary, Health Insurance: Outpatient & Hospitalize, Life Insurance, BPJS, THR, UNIFORM, etc.

#### **VI. DURATION OF CONTRACT:**

1 Year (1 February 2017 – 31 January 2018) with possibility of contract extension and the contract shall be effective from the date of signature of the contract between UNDP and the firm.

## VII. SCHEDULE OF SERVICES:

The required services shall be rendered on a forty (40) hour basis from Monday to Friday except UN holidays. During national declared holidays which are not considered UN holidays, firm's personnel deployed to the UN premises shall also report for work to render regular services, without additional costs.

In exceptional cases where UN requires the services of the firm's personnel, the latter shall be prepared to render overtime services, the cost of which shall be billed to the UNDP on the same month the services rendered.

The firm shall therefore maintain a sufficient number of personnel with regular assignment or on-call basis, for all of the above-mentioned purposes.

### **Working days and hours for:**

Working day: Monday to Friday

Hours: 07:00 – 17:30

**The unit cost should at least include the following details:**

No.	Specification	Remark
1.	Net Monthly Salary to each employee of the firm	√
2.	Health Insurance for each employee, such as, <ul style="list-style-type: none"><li>▪ Out patient</li><li>▪ Hospital coverage (if any)</li></ul>	
3.	Life Insurance coverage (if any)	
4.	Fix Overtime Allowances (2 hours after 8 working hours)	
5.	Lebaran allowance (THR)	
6.	UNIFORM (Shirt,Trousers & Shoes)	√
7.	BPJS ketenagakerjaan & BPJS Kesehatan	√
8.	Back up support staff	√
9.	Leave: <ul style="list-style-type: none"><li>▪ Sick Leave</li><li>▪ Annual Leave</li></ul>	based on the regulation of Indonesian Ministry of Labor

ANNEX 2  
PRICE SCHEDULE

RFQ/UNDP/SUSTAIN/004/2017  
Provision of Messenger & Office Assistant

1. All prices/rates quoted must be exclusive of all taxes, since the United Nations, including its subsidiary organs, is exempt from taxes.
2. The format shown on the following pages should be used in preparing the Price Schedule.  
The format uses a specific structure which may or may not be applicable but are indicated to serve as examples.

**TABLE 1 : List of Common Services**

Item No.	Description/Specification of Goods	Quantity	Unit Cost per month	Month	Total Cost per year
	(1 February 2017 – 31 January 2018)				
1	<b>Basic salary Messenger</b>	1 person		12	
2	Health Insurance for each employee, such as, <ul style="list-style-type: none"> <li>▪ Out patient</li> <li>▪ Hospital coverage (If any)</li> </ul>				
3	Life Insurance coverage (if any)				
4	Fix Overtime Allowances (2 hours after 8 working hours)				
5	Holiday allowance (THR)				
6	Uniform				
7	BPJS ketenagakeerjaan & BPJS Kesehatan				
8	Backup Support				
9	Leave: <ul style="list-style-type: none"> <li>▪ Sick Leave</li> <li>▪ Annual Leave</li> </ul>				
	<b>Total Salary of Messenger</b>				
1	<b>Basic salary Office Assistant</b>	1 person		12	
2	Health Insurance for each employee, such as, <ul style="list-style-type: none"> <li>▪ Out patient</li> <li>▪ Hospital coverage (If any)</li> </ul>				
3	Life Insurance coverage (if any)				
4	Fix Overtime Allowances (2 hours after 8 working hours)				
5	Holiday allowance (THR)				
6	Uniform				
7	BPJS ketenagakeerjaan & BPJS Kesehatan				

8	Backup Support				
9	Leave:				
	▪ Sick Leave				
	▪ Annual Leave				
	<b>Total Salary of Office Assistant</b>				
	Cleaning Equipment			12	
	Sub Total				
	Management Fee				
	Grand Total				
	Overtime Cost on Weekday				
	Overtime Cost on weekend				
	<b>Total Final and All-Inclusive Price Quotation</b>				

**TABLE 2 : Consumable List**

Item No.	Description/Specification of Goods	Quantity (a)	Unit	Unit Price (b)	Total price per month (a x b)	Total Price per year (12 months)
1	Glass Cleaner	1	bottle			
2	Floor Cleaner	1	bottle			
3	Hand Soap	1	bottle			
4	By Fresh	6	bottle			
5	Fresh Phone	2	bottle			
6	Prostex	1	bottle			
7	Rinso	10	pax			
8	Bubuk Vim	1	bottle			
9	Sunlight	10	pax			
10	Kamper Bola Dahlia	12	pax			
11	Pladge 350 gr / Pengkilat Furniture	1	bottle			
12	Tissue roll (4 Roll untuk 2 Toilet /hari)	800	roll			
13	Tissue Kotak	240	Box			
14	Lap Kotak	6	piece			
15	Lap Majun / Kain Pembersih kaca/furniture	6	Kg			
16	Lap Kanebo	12	piece			
17	Plastik Sampah 100 x 60	12	Pax			
18	Plastik Kresek 40 x 40	12	Pax			
19	Plastik Kresek Jumbo	6	Pax			
20	Tapas	2	Pieces			
21	Tapas Foam/ Busa Pencuci piring	6	Pieces			
22	Sikat untuk Karpet	1	Unit			
23	Sikat Tangan Plastik	1	Unit			
24	Wiver Lantai / Penarik Air	1	Unit			
<b>Total Price Quotation</b>						

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

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

*[Designation]*

*[Date]*