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REQUEST FOR QUOTATION (RFQ 033/18) (Services)

NAME & ADDRESS OF COMPANY:	DATE: June 4, 2018
	REFERENCE: Long Term Agreement for Cleaning of the Yard and Second Floor of the UN House (Armenia)

Dear Sir / Madam:

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

Quotations may be submitted on or before **June 11, 2018 at 16:00** local Yerevan time and via

☒ e-mail: tenders.armenia@undp.org;

☒ OR via courier mail to the address below:

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

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

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

Delivery Terms	N/A
Exact Address/es of Delivery Location/s (identify all, if multiple)	UN House Armenia 14 Petros Adamyan str., 0010, Yerevan, Armenia
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	As per Annex 1
Preferred Currency of Quotation	✓ Armenian drams (AMD)
Value Added Tax on Price Quotation	✓ Must be exclusive of VAT and other applicable indirect taxes
Deadline for the Submission of Quotation	Quotations should be submitted before close of business (16:00, local time, GMT+4) on June 11, 2018 .
Documents to be submitted	<ul style="list-style-type: none"> ✓ Duly Accomplished Price Schedule Forms as provided in Annexes 2, and in accordance with TOR in Annex 1 and Price Schedule in Annex 2; ✓ Duly Accomplished Compliance Form as provided in Annex 3; ✓ Company profile – brief information about your company including contact information, type of business, number of years in business (min. requirement - 3 years), any experience with UN organization etc. As may be appropriate, please, include brochures or leaflet with information about your company, but not exceeding 5 pages; ✓ Availability of at least three satisfactory performance letters from previous clients. ✓ Latest Business Registration Certificates (e.g. patent, registration certificate, license and /or other permissions to perform this type of services and other appropriate registration documents); ✓ Preference will be given to the offer which includes cleaning products made from biodegradable materials, as well as to non-toxic, unbleached or organic alternatives for cleaning supplies. <p><i>Failure to provide all the above mentioned information may result in the quotation being rejected.</i></p>
Period of Validity of Quotes starting from the Submission Date	<ul style="list-style-type: none"> ✓ 60 days <p>In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Vendor shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p>
Language of quotations	<ul style="list-style-type: none"> ✓ English, or ✓ Armenian
Partial Quotes	<input checked="" type="checkbox"/> Permitted
Advanced Payment upon signing of contract	✓ Not allowed.

Payment Terms	<ul style="list-style-type: none"> ✓ 100% shall be paid upon complete delivery of services, signature of acceptance act and submission of (signed & stamped) final invoice.
Conditions for Release of Payment	Written acceptance of services based on full compliance with order requirements.
Liquidated Damages	If the contractor fails to deliver the specified services within the time period(s) stipulated by the Contract, UNDP shall, without prejudice to its other remedies under the contract, deduct from the payments due to the Contractor, as liquidated damages, a sum equivalent to 0.1 percent (%) of the actual contract price per calendar day. Once the delay reaches to the maximum limit 10% of the contract value, UNDP may consider termination of the Contract.
Evaluation Criteria	<p><i>Award Criteria:</i></p> <ul style="list-style-type: none"> ✓ Lowest price offer of technically qualified/responsive quotation. ✓ Full acceptance of the Purchase Order /Contract General Terms and Conditions. ✓ Compliance on the following qualification requirements. <p><i>Bid Evaluation Criteria:</i></p> <ul style="list-style-type: none"> ✓ Minimum no. of years of experience in the required field: 3 years. ✓ Availability of at least three satisfactory performance letters from previous clients. ✓ Full compliance of Bid to the Technical Requirements.
UNDP will award contract to:	<ul style="list-style-type: none"> ✓ One Bidder, depending of the following factors: <ul style="list-style-type: none"> - Contract will be awarded to the technically responsive company that offers the lowest price overall in Annex 2.
Latest Expected Date for Commencement of Contract	<ul style="list-style-type: none"> ✓ June, 2018
Maximum Expected Duration of Contract	The contract will be for a period of 3 years commencing on June 20, 2018. The contract shall be issued initially for a period of 1 year and extended based on satisfactory performance and operational needs.
Type of Contract to be Signed	<ul style="list-style-type: none"> ✓ The UNDP Long Terms Agreement or Contract for Services <p>The UNDP will issue Purchase Orders from time to time during the term of this two-year arrangement making reference to the two years agreement and setting out the quantities required and other instructions for design and layout.</p>
Post Qualification Actions	<ul style="list-style-type: none"> ✓ Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed. ✓ Testing and sampling of completed services similar to the requirements of UNDP.

Annexes to this RFQ	<ul style="list-style-type: none"> ✓ Terms of Reference (Annex 1) ✓ Price Schedule Form (Annex 2) ✓ Offer to comply with other conditions and related requirements (Annex 3) ✓ General Terms and Conditions/Special Conditions (Annex 4) <p>Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.</p>
Manner of Disseminating Supplemental Information to this RFQ and responses/clarifications to queries	<ul style="list-style-type: none"> ✓ Direct communication to prospective Bidders by email or fax, and posting on the website: <ol style="list-style-type: none"> 1. http://procurement-notice.undp.org/ 2. http://www.am.undp.org (Procurement Section) 3. Direct emailing to companies.
Contact Details for submitting clarifications/questions (Written inquiries only)	<p><i>UNDP Armenia Procurement Unit</i> E-mail: procurement.armenia@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

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 4.

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

Thank you and we look forward to receiving your quotation.

**Procurement Unit
UNDP Armenia**

TERMS OF REFERENCE

CLEANING OF THE YARD AND SECOND FLOOR OF THE UN HOUSE

Background Information

The United Nations Office in Armenia is located at 14 Petros Adamyan Str. of Yerevan, Armenia. It is three-storey building with basement and attic. The yard area of the UN building in square meter is 2057. The part of the second floor to be cleaned is 414.6 square meters. The part of the showers and toilets is 132.7 square meters and part of corridors and staircases in basement is 304.4 square meters. The total area of the two guard booths to be cleaned is 44.6 square meters.

Task No.1**Scope of the Services**

Under administration of the UN part the company should perform the following cleaning services:

- Performs cleaning services of the UN Building second floor right wing, including washing, sweeping, dusting vacuum cleaning and polishing of the above mentioned areas, including toilet. (11 office spaces – 285.3 sq.m; 2 corridors – 139.9 sq.m; 1 toilet with 4 cabins and 2 hand wash basins – 15.7 sq.m)
- Everyday cleaning of the floors, furniture, office equipment of the common space area, including toilet and kitchen, etc.;
- Everyday empties and cleans waste-paper baskets;
- Everyday cleaning of the toilet and empties waste-paper baskets;
- Everyday trash moving to the yard trash bins;
- Everyday cleaning of the entrance glass doors;
- Four time per year wash/clean window, doors, walls, ceiling of the above mentioned territory;
- Everyday office dish washing;
- Performs other relevant duties as required.

All cleaning materials: rags, mop, bucket, all liquids for cleaning will be provided by UN part.

The company need to provide good quality, silent vacuum cleaner for the above volume.

No major cleaning work shall be done during UN work hours. Task No.1 - majority until 9:00,

The UN office working hours are from 9:00 till 18:00, from Monday to Friday.

Preferred time schedule for Task No.1 - cleaning activities of the second floor of the UN building is - full working day from 8:00 till 17:00.

The detailed work plan for Task No.1 with quantity of the workers and needed hygienic supplies should be presented by contractor company.

Task No.2**Scope of the Services**

Under administration of the UN part the company should perform the following cleaning services:

- Performs cleaning services of the UN Building toilets, showers and corridors, including washing, sweeping, dusting vacuum cleaning and polishing of the above mentioned areas.(basement – 4 showers and 2 toilets – 30 sq.m; level 1 – 9 toilets – 41 sq.m; level 3 – 5 toilets – 23.9 sq.m; level 4 – 8 toilets – 37.8 sq.m; corridor and staircases in basement – 304.4 sq.m.)

- Everyday cleaning of the floors, furniture, equipment of the common space area, including toilet and showers, etc.
- Everyday cleaning of the toilet and showers, empties waste-paper baskets;
- Everyday trash moving to the yard trash bins;
- Six times per year wash/clean window, doors, walls, ceiling of the above mentioned territory;
- Performs other relevant duties as required.

All cleaning materials: rags, mop, bucket, all liquids for cleaning will be provided by UN part.

No major cleaning work shall be done during UN work hours. Task No.2 - majority until 9:00,

In all toilets will be hang the time schedule for toilet cleaning.

The UN office working hours are from 9:00 till 18:00, from Monday to Friday.

Preferred time schedule for Task No.2 - full working day from 8:00 till 17:00.

The detailed work plan for Task No.2 with quantity of the workers and needed hygienic supplies should be presented by contractor company.

Task No.3

Scope of the Services

Under administration of the UN part the company should perform the following cleaning services:

- Everyday sweeping of the UN building yard (sweeping should be done by at least mechanical sweep machine (equivalent to Karcher));
- Everyday sweeping entrance stairs - one front and three back side;
- Everyday remove the tree leafs from the greenery zone;
- Two times per month washing yard by pressured water;
- Everyday washing and cleaning of the back yard area, wooden platforms, tables and chairs;
- Everyday cleaning of the floors, furniture, equipment of the guard booths;
- Once per month wash/clean windows and doors of the guard booths (2 guard booths);
- Clean snow from the yard of the UN Building, whenever it is snowing (including on Saturday and Sunday).

All cleaning materials: rags, mop, bucket, water hose, mechanical sweep machine, shovels for snow and all other materials/devices needed for yard cleaning should be provided by contractor company (service provided company).

No major cleaning work shall be done during UN work hours. Task No.3 - majority until 9:00,

The UN office working hours are from 9:00 till 18:00, from Monday to Friday.

Preferred time schedule for Task No.3 - from 8:00 till 15:00.

During snowing it is required to have two workers for quick snow cleaning (including on Saturday and Sunday).

The detailed work plan for Task No.3 with quantity of the workers and needed hygienic supplies should be presented by contractor company.

Task No.4

Scope of the Services

All cleaning materials: rags, mop, bucket and all other materials/devices needed for cleaning of the below mentioned volumes should be provided by contractor company (service provided company).

Under administration of the UN part the company should perform the following cleaning services:

- As per request of the UN part (minimum three times per year) washing/cleaning windows and doors of the staircases and four entrances of the UN House (I - metal plastic windows: 12 items – 115cm x 200cm; 5 items – 115cm x 60cm; 1 item – 115cm x 90cm, II - metal/glass windows: 2

items – 140cm x 160cm, III - metal/glass doors: 7 items – 90cm x 260cm, IV - glass doors: 1 item – 330cm x 260cm; 1 item – 290cm 260cm.)

All volumes of the Task No.4 should be done during the weekend.

Preferred working hours during the weekend are from 9:00 till 18:00.

The detailed work plan for Task No.4 with quantity of the workers and needed hygienic supplies should be presented by contractor company.

Task No.5

Scope of the Services

All materials/devices/machinery/mechanisms needed for yard cleaning out of snow and transportation of it from UN territory should be provided by contractor company (service provided company).

Under administration of the UN part the company should perform the following cleaning services:

- Remove the snow from the yard of the UN Building (including loading and unloading).
Each removal shall preliminarily be agreed with the Building Manager.

The proposal shall describe machinery for cleaning loading and removal of the snow.

The machinery which will be used for snow cleaning, loading and removal shall be specialized equipment and in good shape not to damage the asphalt layer of the UN yard.

It is preferred to implement the Task No.5 during the weekend, but in case of heavy snow it should be done during the working hours, upon preliminary agreement with UN part.

Task No.6

Scope of the Services

The company should have possibility to do the backup for the UN cleaners if necessary.

The company should indicate the price for replacement of the one cleaner for one full working day.

The quotation for Task No.1, Task No.2, Task No.3, Task No.4, Task No.5 and Task No.6 will be considered as one bid.

The bidder shall submit separate price quotations for Task No.1, Task No.2, Task No.3, Task No.4, Task No.5 and Task No.6 as follows:

- 1) for the Task No.1 - cleaning of the second floor of the UN building;

A detailed plan of the organization of the above mentioned job with time schedule (preferred time schedule – full working day from 8:00 till 17:00) and number of workers, the quantities of the cleaning materials shall be presented

The quotation shall indicate a monthly fee for the Task No.1

- 2) for the Task No.2 - cleaning of the UN Building toilets, showers corridor and staircases in basement;

A detailed plan of the organization of the above mentioned job with time schedule (preferred time schedule – full working day from 8:00 till 17:00) and number of workers, the quantities of the cleaning materials shall be presented

The quotation shall indicate a monthly fee for the Task No.2

3) for the Task No.3 - cleaning activities of the yard of the UN House and two gourd booths;

A detailed plan of the organization of the above mentioned job with time schedule (preferred time schedule are from 8:00 till 15:00) and number of workers, type of the devices/machinery, type of the cleaning materials and their origin shall be presented.

The quotation shall indicate a monthly fee for the Task No.3

4) for the Task No.4 – washing/cleaning windows and doors of the staircases and four entrances of the UN House.

The quotation shall indicate a fee for one time cleaning of the windows and doors of the staircases and four entrances of the UN House – Task No.4. Preferred implementation time during the week end.

5) for the Task No.5 – removal of 1 track (up to 5ton) of the snow (including loading and unloading)

The quotation shall indicate the price for the removal of 1 track (up to 5ton) of the snow (including loading, transportation and unloading).

6) for the Task No.6 – back up of the UN House cleaners

The quotation shall indicate the price for the replacement of the one cleaner for one full working day.

Qualifications and Experience of the company

- Reference letters from the previous contractors
- Time-proved, reliable and experienced staff;
- At least 3 years experience in relevant field;
- For the contact person – it is preferable knowledge of Armenian and English Languages and good communication skills.

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

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

[Designation]

[Date]

Annex 2

PRICE SCHEDULE FORM

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. **RFQ 033/18**

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

	Item	Period	Total Price, AMD
1.	Task No.1 as per Annex 1	1 month	
2.	Task No.2 as per Annex 1	1 month	
3.	Task No.3 as per Annex 1	1 month	
4.	Task No.4 as per Annex 1	1-time cleaning	
5.	Task No.5 as per Annex 1	1 track	
6.	Task No.6 as per Annex 1	1-man day	
	TOTAL		

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

[Designation]

[Date]

Offer to Comply with Other Conditions and Related Requirements

Other Information pertaining to our Quotation are as follows:	Your Responses		
	<i>Yes (we will comply)</i>	<i>No (we cannot comply)</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
<u>Delivery Lead Time</u> Delivery date for each TASK as per Annex 1 and will be agreed between UNDP/UN Building Manager and Service Provider			
<u>Validity of Quotation</u> (60 days)			
<u>Payment Terms:</u> Monthly bases, 100% upon delivery and acceptance of services, signature of acceptance act and submission of (signed & stamped) final invoice.			
<u>Exact Address / Delivery Location:</u> UN House, #14 P.Adamyan str., Yerevan, Armenia			
<u>Duration of LTA</u> The initial validity of the agreement will be for 1 (one) year after which it can be extended for another 2 years based on vendor's performance and mutual agreement on prices up to a maximum of three years.			
Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List			
Latest Business Registration Certificates			
Company profile			
All Provisions of the UNDP General Terms and Conditions			

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

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

Annex 4
(Attached separately)