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# INVITATION TO BID

## PROVISION OF CLEANING, GARDENING AND FACILITY MANAGEMENT SERVICES IN HARGEISA, SOMALILAND

ITB No.: **UNDP/SOM/ITB/2020/001/OPS-HRG**

Project: **UN Common Services**

Location: Hargeisa, **Somaliland**

Issued on: **31 January 2020**

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## SECTION 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

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

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 [procurement.so@undp.org](mailto:procurement.so@undp.org), indicating whether you intend to submit a Bid or otherwise. You may also utilize the “**Accept Invitation**” function in eTendering 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.

Issued by

Approved by:

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Name: Mary Okello  
Title: Procurement Associate  
Date: **January 31, 2020**

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Name: Safiou Eso Ouro-Doni  
Title: Deputy Resident Representative/ Operations  
Date: **January 31, 2020**

## 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 style="padding-left: 20px;">(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 style="padding-left: 20px;">(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>B. PREPARATION OF BIDS</b>	
<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>

<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>	10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB. 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. 10.3 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. 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.
<b>11. Price Schedule</b>	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. 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.
<b>12. Bid Security</b>	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. 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>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>
<p><b>13. Currencies</b></p>	<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>
<p><b>14. Joint Venture, Consortium or Association</b></p>	<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>
<p><b>15. Only One Bid</b></p>	<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>
<p><b>16. Bid Validity Period</b></p>	<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>
<p><b>17. Extension of Bid Validity Period</b></p>	<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>

<p><b>18. Clarification of Bid (from the Bidders)</b></p>	<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>
<p><b>19. Amendment of Bids</b></p>	<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>
<p><b>20. Alternative Bids</b></p>	<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>
<p><b>21. Pre-Bid Conference</b></p>	<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>
<p><b>22. Submission</b></p>	<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,</p>

	implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
<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>i. Bear the name of the Bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS; and</li> <li>iii. 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>a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</li> <li>b) 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 submission of Bids.</p>
<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</p>

	<p>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>C. 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> <ol 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> <li>d) Evaluation of Technical Bids</li> <li>e) Evaluation of prices</li> </ol> <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>
<p><b>30. Evaluation of Technical Bid and prices</b></p>	<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>
<p><b>31. Due diligence</b></p>	<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 works, as deemed necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p><b>32. Clarification of Bids</b></p>	<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</p>

	and evaluation of the Bids.
<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, Repairable 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> <ul style="list-style-type: none"> <li>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;</li> <li>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</li> <li>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.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
<b>D. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Bids</b>	<p>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.</p>
<b>36. Award Criteria</b>	<p>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.</p>
<b>37. Debriefing</b>	<p>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</p>

	<p>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.</p>
<b>38. Right to Vary Requirements at the Time of Award</b>	<p>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.</p>
<b>39. Contract Signature</b>	<p>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.</p>
<b>40. Contract Type and General Terms and Conditions</b>	<p>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></p>
<b>41. Performance Security</b>	<p>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.</p>
<b>42. Bank Guarantee for Advanced Payment</b>	<p>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></p>
<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</p>

	<p>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>
<p><b>46. Other Provisions</b></p>	<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	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	<b>Not Allowed</b>
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p><b>Will not be conducted</b></p> <p>Bidders are encouraged to make their own arrangements for a site visit in order to get a complete understanding of Terms of Reference prior to submitting the formal bid to UNDP.</p> <p>Interested bidders are requested to book for the site visit via email to <a href="mailto:procurement.so@undp.org">procurement.so@undp.org</a>; with a subject line Request for Site Visit for ITB No. UNDP/SOM/ITB/2020/001/OPS. Site Visits should occur during working hours 9.00 am to 4 pm, Sunday to Thursday, preferably before 16th February 2020</p>
5	16	Bid Validity Period	120 days
6	13	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	12	Currency of Bid	United States Dollar

11	31	Deadline for submitting requests for clarifications/ questions	5 working days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Mary Okello  Address: UNDP Somalia support office in Nairobi  E-mail address: <a href="mailto:procurement.so@undp.org">procurement.so@undp.org</a></p> <p><b>Note:</b> <i>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 officially received.</i></p> <p><b>Only requests for clarifications should be sent to this email address. Bids submitted to this email address will be disqualified. Bids must be submitted through e-Tendering only as provided in BDS No.15 below.</b></p> <p>Any delay in UNDPs response shall not be used as a reason for extending the submission deadline, unless UNDP determines that such an extension is necessary and communicates a new submission deadline in writing to Bidder</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	<p>Posted directly to e-Tendering  <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>;  Proposers are advised to frequently check the above-mentioned website for any addenda/clarifications that may be posted.</p>
14	23	Deadline for Submission	<p>Date and Time: <b>February 24, 2020, 07:00H EST/EDT (New York) time zone; (14 .00H Somali time)</b></p> <p><b>For e-tendering submission: As indicated in e-Tendering system.</b></p> <p><b>Note that system time Zone is in EST/EDT (New York) time Zone.</b></p>
14	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> e-Tendering
15	22	Bid Submission Address	<p><b>Submission for bids:</b> <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  <b>Event ID: SOM10 – ITB-2020-01</b></p>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>• Only electronic submission in the e-tendering module.</li> <li>• Digital certification/signature: Signed and stamped copy.</li> <li>• Time zone to be recognized: EST/EDT (New York) time zone</li> </ul> <p>Bidders are encouraged to check the attachment formats prior to submission as UNDP will not be responsible if attachments are in other formats that cannot be opened without additional software.</p>

17	25	Date, time and venue for the opening of bid	<b>This is an eTendering submission only. Bidders will receive an automatic notification once their bids are opened.</b>
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid
19		Expected date for commencement of Contract	<i>April 1, 2020</i>
20		Maximum expected duration of contract	The ITB will result in a Long-Term Agreement (LTA) with an initial term of one (1) year, renewable for two terms of similar duration subject to satisfactory performance and availability of funds
21	35	UNDP will award the contract to:	One Bidder Only
22	39	Type of Contract	Contract for Goods and/or Services to UNDP <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>
23	39	UNDP Contract Terms and Conditions that will apply	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>
24		Other Information Related to the ITB	<b>Post Qualification Actions;</b> The UNDP may at its discretion conduct post qualification actions using one or more, or all the actions indicated below: <ul style="list-style-type: none"> <li>• Verification of accuracy, correctness and authenticity of the information provided by the Bidder on the legal, technical and financial documents submitted</li> <li>• Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or any other entity that might have done business with the Bidder,</li> <li>• Inquiry and reference checking with other previous clients on the quality of performance on ongoing or past contracts completed.</li> </ul>

## 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:

No.	Basic Criteria (Pass/Fail)	Provided	
		Y	N
1	Bid sent via e-tendering to: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> ; <b>Event ID: SOM10 – ITB-2020-01</b> as stipulated in the ITB	✓	X
2	Appropriate signatures; All returnable bidding forms signed and stamped by Bidder's authorized representative.	✓	X
3	Power of Attorney (Bidder's authorized representative information)	✓	X
4	Minimum bid documents provided (Submission of all returnable forms A to F completed, signed and stamped together with all supporting documents/ information requested therein)	✓	X
5	Acceptance of Bid Validity (120 days) from date of close of ITB	✓	X
6	Acceptance of UNDP General Terms and Conditions of Works	✓	X
7	Language of Bid is English	✓	X
<b>Passed for Eligibility and Qualification Check?</b>		✓	X

\*Only complete Bids will be passed for eligibility and qualification check.

### 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: Valid Certificate of Registration of the Business including Articles of Incorporation, or equivalent document if Bidder is not a corporation	Form B: Bidder Information Form + all documents requested for in Form B.
<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 legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ Proof that the Bidder has been in the business of providing Cleaning, gardening and facility management services for at least two years prior to submission of its bid (attach evidence of the licenses within the 2-year period).</li> <li>▪ Local government permit: Certificate of registration as a company by the relevant Somaliland Government.</li> <li>▪ Proof that the bidder will</li> <li>▪ Tax Registration/payment certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations in accordance with National Law or Certificate of Tax Exemption if any such privilege is enjoyed by the Bidder.</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 + all documents indicated in the Form D
<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 2 years of relevant experience.	Form D: Qualification Form
	Minimum 3 contracts in cleaning, gardening and facility management services valued at \$100,000 or more; implemented over the last 5 years. <i>(For JV/ Consortium/ Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form + Copies of a minimum of three (3) contracts
	List and value of completed projects performed and completed over the past 5 years, plus clients' contact details (details (name, email and telephone number) who may be contacted for further information on those contracts in table format	Form D: Qualification Form
	List and value of on-going projects with contact details (name, email and telephone number) of clients and current percentage completion of each on-going contract	Form D: Qualification Form
	Statement of satisfactory performance from the top three (3)	Form D: Qualification 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.

	client's or more in terms of contract value for the past five (5) years.													
<b>Financial Standing</b>	Minimum average annual turnover of USD 50,000 for the Financial Years 2016, 2017 and 2018. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i> Provide Audited Financial Statement (Income Statement and Balance Sheet) by a certified public accountant for the past three years or financial statements prepared by the company's accountant and authorized by the company's director.	Form D: Qualification Form												
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. Current Ratio of not less than 1.0 for each of the above financial years, i.e., 2016, 2017 and 2018	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 (Section 5a) identified in the bid document.  <ul style="list-style-type: none"> <li>✓ Full compliance of Bid to the technical requirements</li> <li>✓ Bidder's qualification, capacity and expertise</li> <li>✓ Scope of Supply</li> <li>✓ <b>Suitability and technical qualification of Proposed Staff in relation to their qualification and years of experience.</b></li> </ul> <p>The Bidder shall submit CVs of the following key proposed personnel in the format for CV of proposed key personnel provided in form E of the ITB document:</p> <table border="1"> <thead> <tr> <th>Staff Title</th> <th>Minimum Qualifications</th> <th>Minimum years of experience in similar project</th> </tr> </thead> <tbody> <tr> <td><b>Manager</b></td> <td>- Degree certificate in management or related field. - Good leadership and communication skills. - Ability to manage, monitor, evaluate and develop the performance of the cleaners, gardeners, casual laborers on provision of high standard cleaning services</td> <td>At least 5 years' experience</td> </tr> <tr> <td>Supervisor</td> <td>- Secondary school certificate - Good Supervisory &amp; language (English) skills. - Ability to offer on-job training to the cleaners, gardeners, casual laborers on the use of utilities, consumables and tools for work</td> <td>At least three (3) years' experience.</td> </tr> <tr> <td>Electrician</td> <td>Be certified in electrical related courses</td> <td>At least 3 years' experience.</td> </tr> </tbody> </table>	Staff Title	Minimum Qualifications	Minimum years of experience in similar project	<b>Manager</b>	- Degree certificate in management or related field. - Good leadership and communication skills. - Ability to manage, monitor, evaluate and develop the performance of the cleaners, gardeners, casual laborers on provision of high standard cleaning services	At least 5 years' experience	Supervisor	- Secondary school certificate - Good Supervisory & language (English) skills. - Ability to offer on-job training to the cleaners, gardeners, casual laborers on the use of utilities, consumables and tools for work	At least three (3) years' experience.	Electrician	Be certified in electrical related courses	At least 3 years' experience.	Form E: Technical Bid Form
	Staff Title	Minimum Qualifications	Minimum years of experience in similar project											
<b>Manager</b>	- Degree certificate in management or related field. - Good leadership and communication skills. - Ability to manage, monitor, evaluate and develop the performance of the cleaners, gardeners, casual laborers on provision of high standard cleaning services	At least 5 years' experience												
Supervisor	- Secondary school certificate - Good Supervisory & language (English) skills. - Ability to offer on-job training to the cleaners, gardeners, casual laborers on the use of utilities, consumables and tools for work	At least three (3) years' experience.												
Electrician	Be certified in electrical related courses	At least 3 years' experience.												
<b>Financial Evaluation</b>	- Currency of Bid is USD - Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the Bidders in form F.	Form F: Price Schedule Form												

## SECTION 5a: Schedule of Requirements and Technical Specifications

### 1 - See ANNEX 1 – TERMS OF REFERENCE

### 2 – TECHNICAL REQUIREMENTS

Criteria	Minimum Required	Supporting Documents to be provided	Type of criteria	
<b>1.</b>	<b>Section 1: Bidder's qualification, capacity and expertise</b>			
1.1.	Company capacity (size, organization chart, number of staff by category, places,) and structure of the service offer by your company. Focus on similar cleaning, gardening and facility management services required in this ITB.	Have a minimum of 2 years of experience, specialized in cleaning, gardening s and facility management services; in government, NGOs, International Institutions or companies considered to be of significant size (more than 10 employees) and be able to carry out similar projects of the same Complexity at the time of submission	- Corporate Profile Company - Organization Chart - Certificates/letters (from 3 clients) of performance of no more than five (5) years current contract references + contact	<b>MANDATORY - YES</b>
1.2.	Describe in detail the uniforms that will be worn by the staff. Specify the number and frequency of renewal	- Uniforms must appear professional and conform to UN standard safety standards.	- Detailed list and explain the modalities of renewal; - Photos or pictures of workers dressed in their uniforms	<b>MANDATORY - YES</b>
1.3.	Describe in detail the equipment that will be provided by the company for the disposal/ recycling of refuse.	The equipment list must meet the expectations for Garbage collection from UNDP Somalia premises, with the subsequent transportation of the said refuse to a recycling/disposal plant designated as such by the Govt of Somaliland	- Detailed list and terms of renewal (if Applicable) and, Images/photos of individual key equipment. - License for disposal / recycling services by Somaliland Government for the Bidder or the subcontracted company	<b>MANDATORY - YES</b>
1.4.	Firm's capacity to comply with all the required insurances in performance of the contract as per the Terms and condition of the contract.	Insurance requirement: Medical Insurance	Confirmation letter on ability to medical insurance.	<b>MANDATORY - YES</b>
<b>2</b>	<b>SECTION 2: Scope of Supply</b>			
2.1.	Describe the organization of the teams as well as the roles and responsibilities according to the staffing table.	The organizational plan must conform to the staffing table detailed in Annex 1 in the Terms of Reference with respect to the Somaliland labor laws.	- Organizational Plan (organogram) of the teams for the coverage of the positions. - Job descriptions for the staff	<b>MANDATORY - YES</b>
2.2.	Describe your plan on hiring of staff	- Hiring modality/ Recruitment of staff	- Human resources policy,	<b>MANDATORY - YES</b>
<b>3</b>	<b>SECTION 3: Management Structure and Key Personnel</b>			
3.1.	Describe your company's approach to staff	The approach must comply with all legal requirements relating to the	- Related Documents (e.g. framework agreement)	<b>MANDATORY - YES</b>

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
	compensation and benefits. <b>Do not include salaries or financial information.</b>	Labour Laws and thus cover insurance, staff compensation, training costs, benefits in kind, etc.	- sickness insurance in case of accident and death by accident long-term disability - attestation of the social security (where applicable)	
3.2.	Describe in detail the initial training program that will be offered to each member of staff, depending on the role of each person – supervisor, electrician, cleaners, gardeners, casual laborer and the frequency of training	The training plan must ensure the safety risk associated with the non-training of staff is low	Training Plan and Training Modules on: - General Description cleaning, gardening and facility management, - safety procedures in carrying out their duties - Equipment and utilities handling. - Others	<b>MANDATORY - YES</b>
3.3.	Describe your company's code of conduct in relation to the rule of law, respect for human rights, protection of the interests of the client and disciplinary measures	The code of conduct exists and is accessible	- The code of conduct - Human resource framework - Ethics and Harassment policy	<b>MANDATORY - YES</b>
3.4.	Qualifications of Company's supervisor	- Minimum of 3 years' experience in supervision; - Good supervisory and language (English) skills - Ability to offer on-job training to the cleaners, gardeners, casual laborers on the use of utilities, consumables and tools for work	Curriculum Vitae of Company's supervisors for this project (Please refer to Section 3 of Form E: Format of Technical Bid)	<b>MANDATORY - YES</b>
3.5	Qualifications of Electrician	- Be certified in electrical related courses - Minimum of 3 years' experience in electrical works	Curriculum Vitae of Electrician for this project. (Please refer to Section 3 of Form E: Format of Technical Bid)	<b>MANDATORY - YES</b>
3.6	Qualifications of the Manager	Degree certificate in management or related field. 5 years' experience in similar position Good leadership and communication skills - Ability to manage, monitor and evaluate and develop the performance of the cleaners, gardeners, casual laborers on provision of high standard cleaning services	Curriculum Vitae of Manger for this project. (Please refer to Section 3 of Form E: Format of Technical Bid)	



## SECTION 5b: Other Related Requirements

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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:

Exact Address of Delivery/Installation Location	The Location is: Hargeisa, Somaliland
Payment Terms	100% within 30 days upon UNDP's satisfaction of services provided as per the Term of Reference and receipt of invoice
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Services based on full compliance with ITB requirements

## SECTION 6: Returnable Bidding Forms / Checklist

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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	<input type="checkbox"/>
▪ CVs of the listed key personnel: Supervisor Electrician Manager	<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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## Note To Bidders - Some Common Examples of why Bids are Rejected by UNDP.

Bids have been rejected at the submission stage or found to be technically noncompliant due to errors in presentation and failure to follow Instructions to Bidders. Below are some common examples of why offers are rejected by UNDP. **The ITB document contains the full list of instructions which must be strictly adhered to.** For your bid to be considered for evaluation, it must include all the documents requested for in the ITB.

1. **The Bid is submitted after the deadline for submission (Date and time). Bids received after the deadline WILL BE REJECTED.** Bids submitted just before the deadline may arrive after the deadline and be rejected. Therefore, ensure to submit your Bid well in advance of the submission deadline.
2. **Bid is not submitted in the allowable manner. The only allowable mode of submission for this ITB is eTendering at: <https://etendering.partneragencies.org>. BIDS SENT TO OR COPIED TO OTHER UNDP ADDRESSES WILL BE REJECTED.**
3. Bid is not signed in accordance with instructions in the ITB. All returnable Bidding forms in the ITB must be completed, signed, stamped and submitted in accordance with instructions in the ITB.
4. Failure to submit all the required eligibility and supporting documents.
5. Documents provided are not translated in English (**translated legal documents must be notarized**).
6. Documents provided do not directly address each point of the evaluation criteria
7. Bid is more like a brochure for the firm without specifically addressing the specific evaluation criteria in the ITB and Terms of Reference
8. Bid does not offer goods or services which have been specifically requested by UNDP in the Terms of Reference
9. The Bidder proposes a major deviation to ITB technical requirement and specifications
10. Failure to regularly check the E-tendering, UNDP and UNGM websites for possible changes to the ITB listed therein prior to the submission deadline which need to be incorporated in the ITB
11. Bid contains viruses and/or corrupted files. Bidders should ensure that submitted Bids DO NOT contain viruses and/or corrupted files. Such Bids will be rejected.
12. **IMPORTANT NOTE: if a Bidder declines or offers major deviations to the UNDP Contract Terms and Conditions, Bids might be declined at any stage (either at the bids evaluation or contract negotiation stage).**

**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 related services required for **Provision of Cleaning, Gardening and Facility management Services to the United Nations Common Compounds in Hargeisa, Somaliland** in accordance with your Invitation to Bid No. **UNDP/SOM/ITB/2020/001/OPS** 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 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 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/Scope of works.

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) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[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]
<b>Please attach the following documents:</b>	<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> </ul>

- Valid Certificate of Incorporation/ Business Registration for Somaliland
- 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.
- Trade name registration papers, if applicable.
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
- 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 (If applicable).
- Provide Audited Financial Statement (Income Statement and Balance Sheet) by a certified public accountant for the past three years (2016, 2017, 2018) or financial statements prepared by the company's accountant and authorized by the company's director;
- Licences for Garbage disposal issued by the relevant government authority;
- List and value of similar projects performed over the last five years, plus clients' contact details (name, telephone number, email) who may be contacted for further information on those contracts in table format;
- List and value of on-going projects with client contact details (name, telephone number and email address) and current percentage completion of each on-going contract in table format;
- Statement of satisfactory performance from the top three (3) client's or more in terms of contract value for the past five (5) years;
- A minimum of copies of 3 contracts for construction works of similar scope implemented over the past five years;
- CVs for the proposed key personnel;
- Bidders' list of equipment, tools and consumables required to perform the contract.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country.

**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]
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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

**Note: Please indicate the non-performing contracts under cleaning, gardening and facility management services. Tick the appropriate box**

<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). Tick the appropriate box

<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

List only those assignments for which the Bidder was legally 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 Top 3 (three) Clients or more (3 testimonials each for cleaning, gardening and facility management services.



## Financial Standing

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

<b>Financial information</b> (in US\$ equivalent)	<b>Historic information for the last 3 years</b>		
	Year 1	Year 2	Year 3
	<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) by a certified public accountant for the past three years or financial statements prepared by the company's accountant and authorized by the company's director for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) 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.
- 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 Firm's capacity to offer cleaning, gardening and facility management services

1.1.	Company capacity (size, organization chart, number of staff by category, places,) and structure of the service offer by your company. Focus on similar cleaning, gardening and facility management services required in this ITB.	- Corporate Profile Company - Organization Chart - Certificates/letters (from 3 clients) of performing services with no more than five (5) years current contract references + contact
1.2.	Describe in detail the uniforms that will be worn by the staff. Specify the number and frequency of renewal	- Detailed list and explain the modalities of renewal; - Photos or pictures of workers dressed in their uniforms
1.3.	Describe in detail the equipment that will be provided by the company for the disposal/ recycling of refuse.	- Detailed list and terms of renewal (if Applicable) and, Images/photos of individual key equipment. - License for disposal / recycling services by Somaliland Government for the Bidder or the subcontracted company
1.4.	Firm's capacity to comply with all the required insurances in performance of the contract as per the Terms and condition of the contract.	Confirmation letter on ability to provide the medical insurance.

### SECTION 2: Scope of Supply.

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 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 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.

2.1.	Describe the organization of the teams as well as the roles and responsibilities according to the staffing table.	- Organizational Plan of the teams for the coverage of the positions.
2.2.	Describe your plan on hiring of staff	- Human resources policy,
<b>Services to be Supplied and Technical Specifications</b>		<b>Compliance with technical specifications and requirements</b>
		<b>Yes, we comply</b> <b>No, we cannot comply</b> <i>(indicate discrepancies)</i>
Scope of Works		
Medical insurance		
Bid Validity- 120 days from bid submission date		
Acceptance of Terms and Condition of Contract		

<b>Other Related services and requirements</b> <i>(based on the information provided in Section 5b)</i>	<b>Compliance with requirements</b>		<b>Details or comments on the related requirements</b>
	<b>Yes, we comply</b>	<b>No, we cannot comply</b> <i>(indicate discrepancies)</i>	
Payment Terms: 100% within 30 days upon UNDP's acceptance of the services provided as specified and receipt of invoice			

**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.
- 3.2 Provide CVs for key personnel (supervisor, electrician and manager) 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.

3.1.	Describe your company's approach to staff compensation, including benefits, social security. Do not include salaries or financial information.	- Related Documents (framework agreement/group/Conventions/etc.) - sickness insurance in case of accident and death by accident long-term disability - attestation of the social security (where applicable)
3.2.	Describe in detail the initial training program that will be offered to each member of staff, depending on the role of each person – supervisor, maintenance (electrician), cleaners, gardeners and casual laborers, as well as the frequency of training	Training Plan and Training Modules on: - General Description cleaning, gardening and facility management, - safety procedures in carrying out their duties - Equipment and utilities handling. - Others
3.3.	Describe your company's code of conduct in relation to the rule of law, respect for	- The code of conduct - Human resource framework - Ethics and Harassment policy

	human rights, protection of the interests of the client and disciplinary measures	
3.4.	Qualifications of Company's supervisor	Curriculum Vitae of Company's supervisors for this project (Please refer to Section 3 of Form E: Format of Technical Bid)
3.5.	Qualifications of Electrician	Curriculum Vitae of Electrician for this project. (Please refer to Section 3 of Form E: Format of Technical Bid)
3.6	Qualifications of Manger	Curriculum Vitae of manager for this project. (Please refer to Section 3 of Form E: Format of Technical Bid)

## 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 3 years (for the supervisor), 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. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties to the contract agree to add new deliverables to the contract.

Separate figures must be provided for each functional grouping or category, if any.

Any estimates for cost-reimbursable items, such as cost of Electrician, overtime and out-of-pocket expenses, should be listed separately.

**Currency of the Bid:** United States Dollar (USD)

### Price Schedule

#### Award Criteria:

Evaluation will be based on lowest priced technically responsive offer.

Cost Description	No. of Personnel	Unit Cost (USD)	Monthly Cost (USD)	Annual Cost (USD)
<b>Personnel costs</b>				
Supervisor	1			
Gardener/Casual laborer	4			
Cleaners	8			
Leave back-stopper	1			
<b>Sub-Total</b>	<b>14</b>			
<b>Other Related Costs</b>	<b>Quantity</b>	<b>Unit Cost (USD)</b>	<b>Monthly Cost (USD)</b>	<b>Annual Cost (USD)</b>
Uniforms minimum 2 pairs per year per person	28		N/A	
Medical Insurance	14			
Garbage collection	1			
<b>Sub-Total Other Related Costs</b>				
<b>Other Operational Costs</b>				
Management Fee	1			
<b>Sub-Total Other Operational Costs</b>				
<b>TOTAL</b>				

**REIMBURSABLE COSTS**

Reimbursable services will be requested by UNDP on an "as and when required" basis therefore will not be part of the financial evaluation.

	REIMBURSABLE COSTS	UNIT COST (USD)
1	Electrician (cost per day)	
2	Overtime cost per day	

**N.B.**

(1) For each proposed position, indicate the details of the Costs. The following table is given as an Indication.

(2) Monthly cost: The rate shall cover all the cost elements associated with the provision of services in accordance with the scope of work:

- Gross salary
- any other costs related, taxes or Fees.
- Management Fee/profit margin

**COST BREAKDOWN**

Bidders must provide the costing of the above prices for each product deliverable using the following format. UNDP will use the composition of costs as part of the assessment of the reasonableness of the price, as well as for the calculation of the price if the parties agree to add new deliverables to the content of the Services.

N°	Description	Monthly cost per post (B)	Staff Benefits/ Compensation (C)	Taxes (D)	Net salary* (E)	Other charges (e.g. uniform) (F)	Management fees (G)
1.1	Supervisor	.....	.....	.....		.....	.....
1.2	Cleaners	.....	.....	.....		.....	.....
1.3	Gardeners	.....	.....	.....		.....	.....
1.4	Casual laborer	.....	.....	.....		.....	.....
	<b>Total</b>	.....	.....	.....		.....	.....

**Monthly cost per post (B) = C+D+E+F+G+H**

\*The net salary is defined as the amount to be paid to staff every month after all statutory deductions. This is the amount to be deposited at the bank for each post, regardless of the Title.

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

Authorised signature: \_\_\_\_\_

Name of authorised signatory: \_\_\_\_\_

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

## ANNEX 1 - Terms of Reference

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The United Nations Development Programme in Somalia (UNDP) seeking a qualified professional cleaning company to provide cleaning, gardening and facility management services; 8 hours a day, 6 days a week at the United Nations Common Compound (UNCC) in Hargeisa, Somaliland; which serves as the Area Office for UNDP and other UN agencies. The UNCC comprises five blocks and open spaces covering a total of 12,517 sqm enclosed in a perimeter wall. Cleaning services is also extended to the UN Clinic building 4040 sqm in a perimeter wall next to UNCC Hargeisa. At any one time, there are approximately 85 staff members in the compound.

### 1. OBJECTIVES

The overall objective is to provide a professional and constant cleaning, gardening and facility management services to UNCC and UN clinic blocks and open spaces that comprises as follows:

#### a) Offices:

- i) Main Office Building comprises Blocks A, C and D.
  - Block A comprises two stories 10 rooms plus kitchens, bathrooms, corridors, stores etc,
  - Block C flat building comprises 7 rooms plus kitchens, bathrooms, corridors, stores etc
  - Block D two stories comprises 13 rooms plus kitchens, bathrooms, corridors, stores etc
- ii) UN Clinic Office Building comprises 9 rooms, plus kitchens, bathrooms, corridors, stores etc
- iii) Palace Building Block B comprising double story 30 rooms plus kitchens, bathrooms, corridors, stores etc, two offices near entry gate and two archive/stationery storage rooms.
- iv) Security Manned Areas
  - Main Gate Screening/Reception Area
  - Driver office
  - SPU rooms

#### b) Common Areas:

- v) Parking Area UNCC
- vi) Main Gate and Emergency Gate Area of UNCC
- vii) Entrance Foyer
- viii) Washrooms
- ix) Main Gate and Emergency Gate Area of UN Clinic
- x) Parking Area UN Clinic
- xi) Clearing trees and garbage outside perimeter wall and jersey barriers around the UNCC and UN Clinic as needed.

The terms of reference for the cleaning services covers cleaning, gardening, casual laborer and garbage collection services in UNCC, Hargeisa, Somaliland. The following will be required:

#### 1. Cleaning services

- Eight (8) cleaners. Replacement cleaner is required to backstop during the absence of the regular cleaner
- Performing services as detailed in the Scope of Work.  
Additional services that will need to be carried out by part of the cleaning crew are kitchen services. Services will include maintaining the kitchens and contents (cutlery/ crockery/ kitchen equipment) in a clean state at all times, serving beverages to staff and meeting participants.

#### 2. Gardening/Casual laborer & Maintenance services

- Four (4) Gardeners and Casual / cleaner laborer. Replacement gardeners is required to backstop during the absence of the regular cleaner

- Performing duties as detailed in the Scope of Work
- Additional services that will need to be carried out by part of the maintenance crew are general office maintenance e.g. minor electrical and artisanship (repair of locks, water taps, and light fixtures e.t.c.)

3. Electrician
  - One (1) electrician (part time)
  - The technician will carry out general office maintenance that relate to electricals.
  - Performing duties as detailed in the Scope of Work
4. Supervisory services performed by:
  - One (1) supervisor to oversee the work of the above team.
  - Advises the procurement team when septic tanks are about to fill for removing waste.
  - Performing duties as detailed in the Scope of Work
5. Garbage collection & Disposal Services
  - Wastepaper baskets should be emptied on a daily basis into a common garbage collection area which should then be emptied on a weekly basis.

The contractor will be expected to have excellent quality standard in providing the above-mentioned services at all times.

Acknowledging that UNDP reserves the right to reject personnel who are considered incapable or unsuitable based on UNDP's own assessment, for which the contractor must immediately provide replacement and inform to UNDP accordingly.

## 2.0 SCOPE OF SERVICES

The scope of works under the cleaning services contract relates to the areas listed below.

**Note:** This list does not exclude other areas, not listed below, which may need attendance to ensure maximum cleanliness of all built areas

### 2.1 Cleaning and Maintenance Tasks

Maintenance tasks consist of the following: -

#### **c) Offices:**

- xii) Main Office Building comprises Blocks A, C and D.
  - Block A comprises two stories 10 rooms plus kitchens, bathrooms, corridors, stores etc,
  - Block C flat building comprises 7 rooms plus kitchens, bathrooms, corridors, stores etc
  - Block D two stories comprises 13 rooms plus kitchens, bathrooms, corridors, stores etc
- xiii) UN Clinic Office Building comprises 9 rooms, plus kitchens, bathrooms, corridors, stores etc
- xiv) Palace Building Block B comprising double story 30 rooms plus kitchens, bathrooms, corridors, stores etc, two offices near entry gate and two archive/stationery storage rooms.
- xv) Security Manned Areas
  - Main Gate Screening/Reception Area
  - Driver office
  - SPU rooms

#### **d) Common Areas:**

- xvi) Parking Area UNCC
- xvii) Main Gate and Emergency Gate Area of UNCC
- xviii) Entrance Foyer
- xix) Washrooms
- xx) Main Gate and Emergency Gate Area of UN Clinic



- xxi) Parking Area UN Clinic
- xxii) Clearing trees and garbage outside perimeter wall and jersey barriers around the UNCC and UN Clinic as needed.

**I) List of various surfaces at UNCC and the UN Clinic premises**

ceiling/floor/wall/window/counter finishes	Metal Cabinets/Trolleys
• Ceramic Tiles	• Doors
• Concrete	• Glass
• Clay Tiles	• Metal
• Stone Slabs	• Aluminum
• Painted wooden floor	
• Plain Cement	Blinds
• Painted Cement	• Fabric
• Tarmac Driveway	
• Glass Doors/Windows/Mirrors	Chairs
• Painted wood/varnished	• Plastic
	• Leather
Tables/Tabletops	• Wooden
• Veneer	• Fabric
• Glass	
	Door Mats
Displays and Wall Hangings	
• Maps	Hand Rails
• Photos	
• Paintings	
• White Boards	
• Soft Boards	
• Notice Boards	
• Door Signs	

**II General Considerations:**

- a) The contractor shall not sweep anything onto the flowerbeds within the built up areas.
- b) The contractor shall be responsible for collecting loose bits of paper and any other dirt littering the gardens, plant beds and flower pots along the above mentioned areas.
- c) The contractor shall ensure that the waste/garbage skip and the area around it are kept tidy at all times
- d) The Contractor shall provide supervisors who shall be responsible for informing the UNDP Operations Manager of any problems such as blockages, leaks, electrical defects etc. **Special precautions should be taken when working with electrical equipment especially on wet surfaces.**
- e) For general waste, a system of collection/disposal must observe issues of safety, hygiene and environment.
- f) Washrooms will require special attention ensuring constant cleaning (every two hours-to be recorded in a washroom checklist that will be provided by the UNDP-Operations Manager) including an adequate supply of soap and toilet paper at all times.

## **2.2 GARDENING TASKS**

Gardening Tasks consists of the following

- Main Farah Compound
- Palace compound
- Main Parking Gate Entrance Area
- Outer perimeter fence to keep the area clear of brush
- Garden Areas within compound
- All potted plants
- Clearing Gutters
- Monitoring water levels in reservoir tanks
  
- UN Clinic Compound

Contractor should familiarize themselves with all the built up areas of the UNDP Premises which require regular gardening maintenance services.

## **2.3 PROVISION OF CASUAL LABOURERS**

UNDP Hargeisa office may from time to time require services of casual laborers as follows: -

### **Casual Laborers**

- Loading and Offloading services
- Assist with breaking bulk and packing services.
- Labeling and weighing of cargo to be dispatched

## **2.4 Provision of Electrician**

- Inspect and in timely fix electrical defects such as electric shocks/circuit break, underground wire cut, replacing burned wires, security lamps etc.
- replacement of lamp, wire, socket or plug on an extension cord, minor electrical extension to a new area.
- Advise procurement team on high quality materials required for electrical repairs.
- Lead major electrical repair or extending electricity to a new place. Inform Operations Manager on any additional support/ resources needed to resolve electrical fault that is beyond technician capacity.

## **2.5 GARBAGE COLLECTION**

The contractor is expected to collect refuse from UNDP Somalia premises, with the subsequent transportation of the said refuse to a recycling/disposal plant designated as such by the Govt of Somaliland

### **2.5.1 Responsibility of the Contractor**

- a) The Contractor shall provide one garbage skip for waste. Recycling is encouraged whenever possible.
- b) The contractor shall ensure that the garbage skip and the area around it are kept tidy at all times.
- c) The Contractor shall be registered with the relevant disposal facilities in Somaliland and must be fully authorized to carry out refuse handling, transportation and disposal services.
- d) The Contractor shall ensure confidentiality as well as environmental and health concerns for the refuse collected and ensure that the refuse collected is transported and disposed of appropriately at a site approved by the Somaliland Authorities. The Contractor shall provide satisfactory proof to this effect
- e) The Contractor shall ensure that the refuse collected is not scattered within the complex or elsewhere and shall keep the whole transit route free of the collected garbage.
- f) The Contractor shall abide by UNDP security regulations/directives
- g) The Contractor shall ensure that any loose garbage in the rear of a truck shall be covered by a tarpaulin.

## **2.6 Training and development for the employees**

Contractor is required to offer training and development to its staff on provision of high standard cleaning services to UN compound. The contractor is expected to train its employees upon joining to the company on how best to deliver

cleaning services and refresher training on regular bases. The supervisor should be able to provide on job training to the cleaners and gardeners. Training should also cover the compliance with the UN code of conduct.

**Note: The contractor must show capacity to carry out or sub-contract and manage the above-mentioned Garbage collection services.**

**KEY PERFORMANCE INDICATORS:**

**Daily/periodic routine (but not less than monthly)**

LOCATION	FREQUENCY	PROCEDURE
<b>Offices (including reception and drivers' offices)</b>	Daily Routine	<ul style="list-style-type: none"> <li>- Put "Cleaning in Progress" sign</li> <li>- Empty waste bins and standing ashtrays and damp wipe wash as necessary</li> <li>- Ventilate room</li> <li>- Dust or damp wipe fixtures, fittings and fitted furniture</li> <li>- Spot clean walls, particularly around doors and switches</li> <li>- Dust or damp wipe movable furniture</li> <li>- Clean floors accordingly</li> <li>- Spot clean carpet as necessary</li> <li>- Clear and clean any cutlery crockery</li> </ul>
	Periodic Routine	<ul style="list-style-type: none"> <li>- Carry out thorough cleaning</li> <li>- clean upholstery and blinds</li> <li>- Shampoo furniture; wash fixture and fittings as necessary</li> <li>- Clean walls, windows and ceiling</li> <li>- Clean light fixtures accordingly</li> <li>- Thorough clean behind desks, cabinets and any other furniture placed against walls to get to the unreachable corners</li> <li>- Clean trunking</li> <li>- Check for faults and report for repair/replacement etc.</li> </ul> <p><b>NOTE: It is essential in offices that confidentiality of papers is respected and that they are not disturbed during cleaning.</b></p>
<b>Stairs</b>	Daily Routine	<p>Clean half the width at one time and leave to dry before the other half. Care should be taken to ensure that cleaning solution does not drip down.</p> <ul style="list-style-type: none"> <li>- Put "Cleaning in Progress" sign</li> <li>- Remove all litter</li> <li>- Dust or damp wipe the banister rail and stair rods</li> <li>- Spot clean walls, particularly around light switches</li> <li>- Sweep or suction clean hard (terrazzo) floors and damp mop</li> <li>- Remove spillage as necessary</li> <li>- Report areas requiring repairs</li> <li>- Routinely check the areas for cleanliness.</li> </ul>
	Periodic Routine	<ul style="list-style-type: none"> <li>- Carry out thorough scrubbing</li> <li>- Wash walls, windows, ceiling and light fittings</li> <li>- Scrub stair rods if fitted and if necessary</li> <li>- Scrub off build up from the skirting walls</li> </ul> <p>NOTE: It is essential that stairways are safe.</p>

LOCATION	FREQUENCY	PROCEDURE
		<ul style="list-style-type: none"> <li>- Ensure that stairways are kept dry and that no obstacles are left in the way that could cause a fall.</li> </ul>
<b>Washrooms/Water closets</b>	Daily	<ul style="list-style-type: none"> <li>- Flush and push back all the water from the pans with a brush</li> <li>- Spray all surfaces inside the bowl with a cleaning solution and allow to stand for several minutes.</li> <li>- Damp wipe or wash all other surfaces as necessary including outside of bowl, top and bottom of seat, cistern, pipe work and handles.</li> <li>- Damp wipe the cistern</li> <li>- Scrub inside the bowl with a brush taking care not to miss any part especially underneath the rim and at the "U" shape drain</li> <li>- Rinse, dry and buff all other areas</li> <li>- Depending on the custom, the seat is normally left upright</li> <li>- If acid cleaner is required for stain removal, it should be attended to immediately.</li> <li>- Use air freshener as necessary</li> <li>- Cleaner should make rounds every two hours to ensure adequate toilet paper, and hand-washing liquid is readily available.</li> </ul>
<b>Casual labourers</b>	<b>As needed</b>	<ul style="list-style-type: none"> <li>- Loading and Offloading services</li> <li>- Assist with breaking bulk and packaging services</li> <li>- Labelling and weighting of cargo to be dispatched</li> </ul>
<b>Floor in wash rooms &amp; Urinals</b>	<b>Periodic Routine</b>	<ul style="list-style-type: none"> <li>- Scrub using two solution method</li> <li>- Rinse thoroughly</li> <li>- Leave floor dry</li> </ul>
<b>Extensively soiled toilets – stained WCs, Urinals &amp; Pipework</b>	<b>Daily</b>	<p>After treatment to remove scale stains and odour, water and detergent will be used to clean all surfaces and appliances</p> <ul style="list-style-type: none"> <li>- Accumulation of lime – scale urine – salt and iron salts may occur</li> <li>- Removal can be effected by using acid cleaners</li> <li>- After normal cleaning and in the case of WC pans after pushing backwater from the pan apply a liquid acid cleaner with a sponge applicator to all affected areas.</li> <li>- Allow to stand for several minutes and then scrub with stiff brush</li> <li>- Apply further cleaner as necessary and continue until all stains are removed</li> <li>- Rinse thoroughly with clean water by flushing several times</li> </ul> <p><b>Floors</b> To remove soil caused by urinal salts:</p> <ul style="list-style-type: none"> <li>- Mop floor with a strong disinfectant, which is then allowed to stand before rinsing to remove odour</li> <li>- Introducing caustic soda into the drain to clean partially blocked drains.</li> <li>- Wash out overflows.</li> </ul>
<b>Store</b>	<b>Periodic Routine</b>	<ul style="list-style-type: none"> <li>- Put "Cleaning in Progress" sign</li> <li>- Carry out high dusting</li> </ul>

LOCATION	FREQUENCY	PROCEDURE
		<ul style="list-style-type: none"> <li>- Dust the stored equipment lightly</li> <li>- Cover with dust sheets</li> <li>- Clean the doors</li> </ul>
<b>Archives/Filing Rooms</b>	<b>Periodic Routine</b>	<ul style="list-style-type: none"> <li>- Put "Cleaning in Progress" sign</li> <li>- Carry out high dusting</li> <li>- Remove all paper work carefully and damp wipe the shelves</li> <li>- Replace all paper work</li> <li>- Damp wipe the doors, clean the floor</li> </ul>
<b>Corridors</b>	<b>Daily Routine</b>	<p><b>NOTE:</b> Corridors, reception areas, waiting rooms and lounges require high standards of cleaning and maintenance; the standard achieved reflecting directly on the establishment. Foyers, reception areas can be subject to considerable soiling. This can be reduced by the use of dust control matting</p> <ul style="list-style-type: none"> <li>- Empty the waste bins and ashtrays and damp wipe or wash as necessary</li> <li>- Ventilate these areas</li> <li>- Dust or damp wipe fixtures and fitted furniture</li> <li>- Spot clean walls, particularly area around doors and switches</li> <li>- Dust or damp wipe movable furniture</li> <li>- Clean floor according to guidelines set out in this Annex (Surfaces)</li> <li>- Report faults.</li> </ul>
	<b>Periodic Routine</b>	<ul style="list-style-type: none"> <li>- High dusting</li> <li>- Suction clean upholstery and curtains or blinds</li> <li>- Scrub or strip floors</li> <li>- Clean/Polish furniture, fixtures and fittings as necessary</li> <li>- Deep clean upholstery</li> <li>- Clean venetian blinds</li> <li>- Wash windowpanes, walls, windows, ceiling and light fittings</li> </ul>
<b>Conference Rooms</b>	<b>Daily Routine</b>	<ul style="list-style-type: none"> <li>- Ventilate the rooms</li> <li>- Empty waste bins and was out if necessary</li> <li>- Dust or damp wipe furniture, fixtures and fittings</li> <li>- Spot clean walls if necessary</li> <li>- Clean the floor according to type as agreed</li> </ul>
	<b>Periodic Routine</b>	<ul style="list-style-type: none"> <li>- High dusting</li> <li>- Wash walls, light fittings</li> <li>- Deep clean carpets and upholstery</li> <li>- Clean furniture, wash fixtures and fittings</li> </ul>

<b>LOCATION</b>	<b>FREQUENCY</b>	<b>PROCEDURE</b>
<b>Gardening</b>	<b>Daily</b>	<ul style="list-style-type: none"> <li>- Sweep driveways, walkways, foyer, external stairways and shall not sweep anything onto the flowerbeds within the built up areas</li> <li>- Attend to potted plants around the compound</li> <li>- The contractor shall be responsible for collecting loose bits of paper and any other dirt littering the plant beds and flower pots along all built up areas within the compound</li> <li>- Clear out external standing cigarette urns every two hours.</li> <li>- Ensure general cleanliness on all external walkways</li> <li>- The contractor shall provide a garbage skip and make effort to separate the garbage specifically the waste paper and other waste.</li> </ul>
	<b>Periodic/Routine</b>	<ul style="list-style-type: none"> <li>- Trim the grass/bushes and maintain plants in the main compound</li> <li>- Prune the potted plants</li> <li>- Cut the grass</li> <li>- Prune over hanging tree branches</li> <li>- Clear gutters, downpipes and drains of any leaves, twigs or other items causing blockages</li> <li>- Clearing of culverts</li> <li>- Monitoring the internal perimeter wall and reporting any problems</li> </ul>
<b>Fumigation/Pest Control</b>	<b>Periodic</b>	<ul style="list-style-type: none"> <li>- Put in place appropriate measures to control insects, flies, mosquitos etc and use appropriate fumigation if necessary</li> <li>- Keep garbage cans and dumpsters clean</li> </ul>
<b>Garbage collection</b>	<b>Periodic</b>	<ul style="list-style-type: none"> <li>- waste paper basket should be emptied on daily basis into a common garbage collection area</li> <li>- The garbage skip and the area around it are kept tidy at all times</li> <li>- Ensure confidentiality as well as environmental and health concerns for the refuse collected.</li> <li>- Common garbage collection point should be emptied.</li> <li>- Ensure that the refuse collected is not scattered within the complex or elsewhere and shall keep the whole transit rout free of the collected garbage</li> <li>- Ensure that any loose garbage in the rear of a truck shall be covered by tarpaulin</li> <li>- Ensure that the garbage collection contractor is registered with the relevant disposal facilities in Somaliland and must be fully authorised to carry out refuse handling, transportation and disposal services</li> <li>- Abide by UNDP security regulations and directives</li> </ul>
<b>Electric services</b>	<b>As needed</b>	<ul style="list-style-type: none"> <li>- Repair electric defects - wire disconnection, electric shocks, replacement of equipment, any other electric problems</li> <li>-</li> </ul>