

United Nations Development Programme  
Regional Bureau for Arab States  
Regional Hub in Amman, Jordan



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برنامج الأمم المتحدة الإنمائي  
المكتب الإقليمي للدول العربية  
المركز الإقليمي في عمان، الأردن

To: All Bidders

Subject: **(RFQ) NO. RBAS-RFQ-013/2020- Long Term Agreement for the provision of Provision Of General Building Maintenance**

Dear Sirs,

Please find enclose **Addendum No. 01** for the subject RFP, which includes the following:

1. UNDP responses on Bidders' queries and clarifications (Q&A)

Please acknowledge receipt of this Addendum.

Thank you and best regards.

Acknowledged receipt:

Signature: .....

Name: .....

Company: .....

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SN	Query	UNDP Reply
1	Replace broken or fractured window glass or glass components of furniture wherever applicable. o Does it mean the aluminum and tempered glass, where is the glass in furniture units (table top or something else) ?	All type of glass in the office , including window , doors , partitions and further ( Cabinets ) are required, the bidder must confirm that they can perform all Carpentry and Glass Works mentioned in Annex 1- Terms of Reference. For each request contractor required to provide 2-3 quotations from local market to cover required materials and the maintenance service will be covered by the minor/major ad-hoc request visit .
2	• Fix Wall charts, Pictures, Whiteboards and Notice boards whenever required. o What kind of fixing you mean for white board or wall charts ?	it is required to hang/install required items when requested.
3	• Supply and install Aluminum/glass partitions including all required accessories similar to office partitions already installed in the building to standardize the quality (when required) o Is it a project or we have to include it with the visits ?	It is part of ad-hoc request
4	• Properly extend, realign or install pipes when required o Does it include tile or wall excavations ?	Both types shall be required and it is part of ad-hoc request
5	• Inspect and maintain the Outdoor Fountain, including the pump, water flow, and repair any water Leaking when required o Does it include excavations ? also we didn't find that item in the pricing list	Outdoor fountain maintenance is required on quarterly basis as per mentioned in TOR however for any major /minor maintenance such as excavation...will be covered under ad-hoc .
6	• Conduct maintenance to all air condition split units (73 unit) / central air conditions (11) once	This to confirm that the total number of the Air conditions in the office are

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	a year, in May, this includes Internal and external cleaning of A/Cs including filters, drainage, etc.... <input type="checkbox"/> Total number in the table is 81	84 (split units (73 unit) / central air conditions (11).
7	During the site visit we understood that there is 16 boilers but the table includes 10 boilers	It is as per mentioned in the TOR The number of the boilers is 10
8	Contractor shall submit evidence of insurances requested by UNDP. What kind of evidence of insurance ?	UNDP will not be responsible for any accident, injury or death of person/s hired while performing duty by contractor. Compensation will not be paid by UNDP, the contractor will be responsible to cover all insurance required for his team. Proof of insurance for staff deployed will be required.
9	What is the difference between Minor works visit & Major works visit ?	The bidders must decide unit prices for minor and major works visits when preparing the financial offer. However, the type of work should be a greed between contractor and UNDP before starting any work.
10	please specify the Urgent visit period pleas 2,3 or 4..... hours ?	We cannot specify the visit period, it depends on required work (s),
11	Please specify the visit period pleas 2,3 or 4..... hours ??	We cannot specify the visit period, it depends on required work (s),
12	What is the size of the Solar Panel	The size of the solar panel is :66 cells , full power 20 KW
13	Response of URGENT requests within 48 hours	Please note that there is a typo mistake in the RFQ, the response of URGENT requests must be within 4 hours.