

United Nations Development Programme



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REQUEST FOR PROPOSAL

PROVISION OF MAINTENANCE SERVICES FOR UN HOUSE, MASERU ON A LONG-TERM AGREEMENT (LTA)

RFP No.: RFP_UNCS_LSO10/2020_001

Project: Common Services

Country: Lesotho

Issued on: 17 September 2020



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REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 16, 2020
	REFERENCE: RFP_UNCS_LSO10/2020_001

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Maintenance Services for the UN House, Maseru on a Long-Term Agreement (LTA)**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Friday, October 02, 2020 12 noon, GMT** via email or Courier or hand deliver to the address below:

United Nations Development Programme
Ref: DDP-: RFP_UNCS_LSO10/2020_001
UN House, United Nations Road
P.O. Box 301
Maseru, Lesotho
Tel: +266 2222 8000
lesotho.common.services@one.un.org

Your Proposal must be expressed in the English and valid for a minimum period of 120 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Pheea Mafethe
Pheea Mafethe

Operations Analyst

9/24/2020

Annex 1

Description of Requirements

Context of the Requirement	Provision of Maintenance Services as per the TOR hereby attached
Implementing Partner of UNDP	UNFPA, UNICEF, WHO, UNAIDS, FAO, IOM, UNRCO
Brief Description of the Required Services ¹	Provision of Maintenance Services as per the TOR hereby attached
List and Description of Expected Outputs to be Delivered	Satisfactory services provided within the time frame and the categories of the contract as per the TOR hereby attached
Person to Supervise the Work/Performance of the Service Provider	<i>Common Services Associate</i>
Frequency of Reporting	<i>On call / standby</i>
Progress Reporting Requirements	As and when required
Location of work	UN House 13 UN Road Maseru, Lesotho
Expected duration of work	As and when needed for a period of three years <i>An initial Long-Term Agreement (LTA) will be issued for a period of one year and may be extended for an additional two years by mutual agreement of the parties and subject to satisfactory performance of the Contractor.</i>
Target start date	01 January 2021
Latest completion date	31 December 2023
Travels Expected	It is the Contractor's responsibility to anticipate and plan for necessary travel at their own expense. It is anticipated that the Contractor will need to arrange for frequent travels to UN House Lesotho for the following: <ul style="list-style-type: none"> • Carrying out regular maintenance on the System; • Attending to faults reported by UN Agencies; • Submitting invoices to UNDP
Special Security Requirements	N/A

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

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Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> No facilities to be provided by UN Lesotho				
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required				
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency –Maloti				
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.				
Partial Quotes	<input checked="" type="checkbox"/> permitted LOT 1 Generator Maintenance LOT 2 Plumbing Maintenance LOT 3 Electrical Maintenance LOT 4 Handyman Maintenance LOT 5 Fire Extinguisher Maintenance				
Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release	
				Within thirty (30) days from the date of meeting the following conditions:	

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

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				a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	OMT & Operations Analyst				
Type of Contract to be Signed	<input checked="" type="checkbox"/> Service Level Agreement <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement and if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)				
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.				
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 30 points <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40 points <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30 points <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.				
UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more suppliers, depending on the following factors: The LTA will be awarded to the technically qualified lowest bidder for each LOT. UNDP shall as well rank top 3 Service providers as per evaluation method. In case, Services performed by First Service provider are not satisfactory, UNDP will move to second ranked Service provider and the same shall apply to third ranked service provider in case of unsatisfactory service from second bidder.				

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Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR
Contact Person for Inquiries (Written inquiries only) ⁶	lesotho.common.services@one.un.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Pre-proposal and Site visit to be conducted in English Participation by Bidders in this pre-proposal conference and site visit is strongly recommended	<p>A pre-proposal conference: Venue: Online zoom meeting Date and time: 23rd September 2020 15:30hrs Meeting ID: 927 5654 0005 Passcode: 303624</p> <p>Agenda of pre-proposal meeting</p> <ul style="list-style-type: none"> - A brief introduction on UNDP bidding rules - A brief introduction of UN office building - Clarifications to questions relating to the bidding process (RFP), the scope of work (TOR) and other issues that may be unclear to bidders <p>Site Visit Date & time: Friday 25 September 2020 (Between 10am and 12 noon) Arrange with vocal point person (below) by Thursday 24th September 2020 Venue: UN House, 13 UN Road, Maseru, Lesotho The UNDP focal point for the arrangement is: Mamello Raliapeng E-mail: lesotho.common.services@one.un.org</p> <p>Important Notes:</p> <ol style="list-style-type: none"> 1. Bidders are strongly encouraged to participate in the pre-proposal meeting and site visit. 2. The pre-proposal meeting and site visit will be conducted in English hence participants are required to communicate in English.

⁴ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

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Required documents that must be submitted to Establish Eligibility of Proposers	<ol style="list-style-type: none"> 1. Company profile – describing the nature of business, licenses, certifications/accreditations (if any), including printed brochures relevant to services procured, size of the firm (staff capacity, revenue, number of venues) 2. Following valid documents <ol style="list-style-type: none"> i. Traders license ii. Certificate of incorporation (Company) iii. Certified copy of passport (Sole Proprietor) iv. VAT Certificate and Valid Tax Clearance Certificate 3. Audited Financial Statement or certified by Lesotho Revenue Authority (LRA) for the past three years 4. Track Record – list of clients for similar services indicating description of contract service, contract duration, contract value, contact references following template in the RFP 5. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value within the past 3 years 6. Proposal on how to meet the level of service under as per TORs 7. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List
Submission of proposal	<p>The Proposer shall prepare the Proposal in two parts: The Technical Proposal and the Financial Proposal. Below are number of copies to be submitted:</p> <ol style="list-style-type: none"> i. One hard copy marked “Original Technical Proposal” and one copy ii. One hard copy marked “Original Financial Proposal” and one copy <p>Both envelopes with technical and financial proposals must be included into one outer envelope clearly indicating the name of the Proposer and reference RFP_UNCS_LSO10/2020_001 on the envelope and LOT number</p> <p>Electronic submission (email) requirements:</p> <ul style="list-style-type: none"> ▪ Format: PDF files only ▪ Subject of the email should have reference number and LOT number ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 20MB
Other Information [pls. specify]	Use of high quality (genuine preferred) UNDP preapproved parts on all works with a guarantee period issued

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Terms of Reference (TOR) / Scope of Work (SOW)

PROVISION OF MAINTENANCE SERVICES FOR THE UN HOUSE, MASERU ON A LONG-TERM AGREEMENT (LTA) FOR A PERIOD OF ONE YEAR RENEWABLE FOR UP TO 3 YEARS BASED ON SATISFACTORY PERFORMANCE

A mandatory pre-bid meeting will be arranged for interested parties at UN Conference Hall, UN House UN Road, Maseru 100, Lesotho.

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A. Project Title:

PROVISION OF MAINTENANCE SERVICES FOR HOUSE BUILDINGS,

B. Project Description

The United Nations Agencies in Lesotho comprising of the following Agencies UNAIDS, UNDP, UNFPA, UNICEF, FAO, WHO, IOM and the Residents Coordinators Offices accommodated in the UN House in Maseru in their efforts to harmonize common services among the agencies are seeking a service provider who provide Maintenance Services for the United Nations House. UNDP on behalf of all the United Nations Agencies intends to sign a Long Time Agreement (LTA) for a period of up to three (3) years with a reputed, experienced and technically qualified Lesotho based company. The successful Proposer shall be contracted for an initial period of one (1) year with the contract renewable on an annual basis subject to satisfactory contract performance. The performance of the contract will be subject to evaluation by the Operations Management Team (OMT).

The applicant shall provide information supporting their suitability for this assignment, among them, details of the firm's experience, experience of staff proposed for this assignment and a listing of similar tasks carried out in the last five years in accordance with the form provided at Appendix 3. Also, to be submitted are tender documents: trading license, VAT Registration Certificate, Financial Statements and a valid Tax Clearance Certificate. In the absence of these, please provide certified proof of exemption

The UN House built in 1994 is a symmetrical building that occupies an area of 5541 m2 distributed over 5 floors, with 2 elevators and 3 staircases. The building is internally plastered and painted with drywall, suspended ceilings and carpeted office floors and quarry floor tiles on hallways and Aluminum window casements and door frames. It is roofed from half dome IBR profile sheets on steel trusses. Approximately 150+ staff members work in the building during any given day with approximately +/- 50 visitors accessing the building during any given day.

The compound has 3 water tanks of 10,000lts on ground, a standby Generator of 350KVA (Volvo Panta Engine) for emergency use, most of the lightings are of LED tubes with outside spot/flood lights and energy server bulbs. There are about 30 fire extinguishers of in total of CO², foam, powder and water, 13 fire hose reels, 5 fire hydrants, 2 motorized sliding gates and other related amenities.

The General Maintenance and Repair is one of the important services that requires to keep UN operations running smoothly for the business purpose, the purpose of setting up a Long Term Agreement is to ensure that the UN premises, furniture, plumbing system, electric system, etc. are in good working condition, run in a cost-effective way at all times. These maintenance & repair services include routine minor and major services and ad-hoc repair as specified in the scope below.

C. Scope of Work

LOT 1: GENERATOR MAINTENANCE	
SCOPE	FREQUENCY
Preventative Maintenance (PM) <ul style="list-style-type: none"> Engine oil change with best quality oil Engine oil filter change with best quality 	Bi-Annually

<ul style="list-style-type: none"> • Fuel (Diesel) filter change with best quality • Air filter cleaning properly with blower machine • Check radiator, hoses (etc.) for leakage and pliability • Check anti-freeze and add if low • Clean sediment bowl or replace fuel filters • Check fuel capacity • Check unit for fuel or oil leakage • Check fan and alternate belt for correct tension and worn out parts. • Service battery, add water, clean post, check specific gravity • Service air filter • Check all brushes for setting and wear • Clean slip rings and commutator • Wipe down outside of generator and motor • Conduct safety shut down checks, oil pressure overspeed high temperature, etc. • Inspect transfer switch for proper operation, check connections and settings • Simulate power failure (with permission of owner or representative) • Check charging rate of battery charger • Any necessary programming & software updates and control adjustments • All PM service work recommended by the manufacturer • Report to UNDP for replacement of major parts in case of emergency • Provide the complete written report of work performed, and any findings shall be provided. 	
Any other mechanical and electrical problem	As and when needed
LOT 2: PLUMBING MAINTENANCE	
SCOPE	FREQUENCY
<ul style="list-style-type: none"> • Perform general Plumbing maintenance to the UN premise; • Conduct checks and whenever required of all toilet facilities and ensure all are properly functioning. • Remove clogs from Toilet facilities and ensure that drainage paths are always clear and functional. • Replace malfunctioning faucets, connections and pipes. • Perform seasonal cleaning of all water tanks and ensure cleanness and remove all rust signs and ensure availability of water. • Ensure Flushing, bottle traps, flexible and all other accessories are working properly. • Replacing plumbing equipment without the need to change pipes or insert new equipment into the system (for example, siphons, taps, gaskets); Properly extend, realign or install pipes • Repair leakages and blocked pipes. • Ensure sewer is not blocked and working properly • Readiness to come to the call 24 hours a day as necessary, in emergency cases. 	As and when needed
<ul style="list-style-type: none"> • Periodically inspect all plumbing manholes and ensure the pipes are in good serviceable condition and remove all items or material that could result in blockages. • Check on all valves and faucets and ensure functionality and remove all residue and clogging from them. 	Quarterly and when needed

LOT 3: ELECTRICAL MAINTENANCE	
SCOPE	FREQUENCY
<ul style="list-style-type: none"> • Perform general electrical maintenance to the UN premise; • Replace burnt bulbs, trace and eliminate short circuits and tripping • Repairing the electrical wiring without replacing it completely, amplifying electrical points with sockets, moving sockets and lighting fixtures to other places, hanging a new lamp or installing lighting fixtures; • Provide electric materials, supplies, or equipment need for the maintenance; • Attend to any fault/electrical problem • Ensure all electrical outlets are in good serviceable condition and replace all damaged switches with appropriate types and Capacities Remove, extend, redirect electrical trunks and perform rewiring to conform to office needs and requirements. • Repair or replace malfunctioning, hand dryers, water heaters and geysers. • Regular maintenance and electric gate systems to ensure that all components are performing well and comply with safety requirements; • Readiness to come to the call 24 hours a day as necessary, in emergency cases. 	As and when needed
LOT 4: HANDYMAN MAINTENANCE	
SCOPE	FREQUENCY
Attend to all furniture and fixture problems Repair work (including repairs to furniture) Locksmith – replacing of broken doors and or locks Installation / replacement of damaged carpets / floor tiles Paint work – provide general painting services when requested Replacement & Repair of Ceiling Tiles Any maintenance work as may be requested Any other handy works	As and when needed
LOT 5: FIRE EXTINGUISHER MAINTENANCE	
SCOPE	FREQUENCY
<ul style="list-style-type: none"> • Periodic servicing of all fire extinguishers and inspection of hose reels for good performance/replacement • Inspection and servicing of fire extinguishers with general cleaning, painting, polishing labeling of the containers and the operation parts. • The contractor should assess the location of fire extinguishers to ensure that the extinguishers are sited in prominent positions. • The contractor shall prepare and submit a report after every visit in which the information on the date of testing and servicing, the defects noticed, actions required to be taken to set right the defects and the action have been taken must be reflected in the report. • All types of fire extinguishers and appliances mounted on the wall and fixed on the vehicles etc located within the premise of UN House are covered under the same contract. • Testing and maintenance work shall be carried out strictly by a competent and qualified person who shall inspect the work site to check the conditions of the Fire Extinguishers and appliances. 	Annually

<ul style="list-style-type: none"> The contractor shall prepare a complete inventory of Fire Extinguishers of UN House within 15 days after issue of contract and regularly update it and share with Common Services 	
<p><u>NB:-</u></p> <ul style="list-style-type: none"> The above listed Maintenance Services at the UN House will be required on a need basis by a Call-out Arrangement by which the Service Provider will maintain a Log of all services rendered within a given month in collaboration with the Common Service Associate. The Service provider will be required to respond to any <u>Emergency Service or repair request</u> within 1 hours of call or request made. 	

D. Expected Outputs

- i) A fully functioning system of facilities and rapid repair of any faults to have a conducive office environment
- ii) All the works must be completed in a timely manner and professionally done to standards.

E. Institutional Arrangement

- i. The contractor must be in constant contact with Common Services Office.
- ii. Quarterly debrief meetings with the contact persons/project manager status of works shared. A monthly job card with invoice will be required for certification of payment.

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- iii. It is highly recommended for the contractor to liaise and seek advice of the Common Services office for any gray areas or approval of any samples as needed by the work contingency
- iv. The contractor shall provide very qualified and experienced personnel to conduct all the necessary routine testing and maintenance work. The proposed personnel should not hold any court cases or any criminal record in the local police offices and must be fit both mentally and physically to perform their tasks.
- v. The contractor shall assume the full responsibility of its employees at all times and while on duty within the UN premise and in no way hold UNDP responsible for any injury, bodily dismemberment or death that may happen during the course of providing contractual services to UN Agencies.
- vi. The contractor shall be fully responsible for all the acts of its employees including their behavior and negligence at work.
- vii. The Contractor shall provide reliable information and copies of identification cards of the company's employees for admission to the territory of the UN Building;
- viii. The UN agencies encourage the firm to provide the ladies staff as well and strongly advocates prohibition of child labor.
- ix. Ensure the uninterrupted provision of services; if required, replace personnel in a timely manner with the prior notification of the UN Building Manager one month before such replacement. The Contractor shall have a sufficient reserve of employees for such cases;
- x. Allow only healthy personnel to work in the UN Building;
- xi. Carry out quality control of the services provided;
- xii. Provide its personnel with the necessary implements, equipment and consumables required for the performance of their work
- xiii. To ensure safe site operations, measures to be adopted to prevent damage to properties or utilities and injuries to persons. UNDP shall not be liable for loss or damage resulting from its failures to take the necessary precautions. The provision of all personal protective equipment shall be the responsibility of the Contractor.

F. Duration of the Work

This contract will be for the term of three years renewed annually based on satisfactory performance of the services during the year and availability of budget resources for the coming year. No automatic extension will be issued.

G. Duty Station

The location of the UN House is 13 United Nations House Maseru. It is expected that the contractor is also based in Maseru.

H. Qualifications of the Successful Contractor

- i. Contractor must provide references and proof of similar contract.
- ii. Contractor must be able to provide samples of any material/item which will require approval.
- iii. Contractor must be an established general service and maintenance business with at least 3 years of documented company history.
- iv. The contractor must provide company and VAT registration certificates.

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- v. Financially sound and stable, as may be evidenced by authentic financial statements for the past 2 years of operation
- vi. Experience in servicing international and diplomatic organizations an advantage, but not mandatorily required.

Contract Award

- i. The contract will be awarded to the Offeror (s) whose proposal is technically responsive and offers the lowest financial proposal;
- ii. UNDP reserves the right to split the award to more than one supplier and evaluate each lot separately. Multiple LTAs will be awarded to vendors depending on results of the evaluation;
- iii. UN Agencies reserve the right to quantity variation depending on the actual needs.
- iv. Please note that UNDP is not committed to selecting any or all of the companies submitting proposals.

I. Scope of Bid Price and Schedule of Payments

- i. The contract price list will be fixed for one-year period and will be reviewed during contract renewal.
- ii. Payment terms: 100% payment will be paid 30 days after successful certification of works

J. Performance Standards and Service Level Guarantee

The contractor shall perform services in accordance with the herein prescribed minimum performance standards set by United Nations:

Performance Indicators	Excellent	Satisfactory	Unsatisfactory	Acceptable Standard
Contractor Performance	Contractor is always readily available for discussions and is able fulfill the conditions of LTAs smoothly	Contractor is normally available for discussions and most of the times is able to fulfill the conditions of LTA smoothly	Contractor is normally unavailable for discussions and most the times unable to fulfill the conditions of LTAs	Satisfactory
Quality Standards of the service	High quality standard observed at all times consistently, no issues or feedback needed to rectify	Quality standard observed most of the times were good, few issues or feedback needed to rectify and were timely rectified	No quality observed most of the times were not up to the standard, many issues or feedback needed, the issues were not timely implemented	Satisfactory

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Response	Contractor responds to service requests in a timely manner, and give priority to provide the respective UN Agency with all necessary maintenance and repair services	Contractor responds to service requests, and provide the respective UN Agency with all necessary maintenance and repair services	Contractor response to service requests is very slow, and does not give priority to provide the respective UN Agency	Satisfactory
Skills of the Labors	Professional labors skills applied at all times, including use of right tools & material, with no complaints by any clients	Professional Labors skills applied most of the times, with an exception to one or two instances but corrective action immediately has taken place	Professional Labors skills applied only sometimes, many complaints from the Clients on either use of wrong tools or technique or poor-quality services	Satisfactory
Competencies of the Labors	Entire Labors undertake an assignment are polite, approachable and always respond quickly to the feedback provided, without any complaints	Labors are polite, approachable and respond quickly most of the times, only few complaints	Most of the times, labors are impolite, difficult to approach and late in responding to the requests made	Satisfactory
Billing	Ability to generate billing statements without errors Zero-Error or no discrepancy between invoices and attachments and Zero>Returns for clarification/explanation all the time	Ability to generate billing statements without errors Zero-Error or no discrepancy between invoices and attachments and Zero>Returns for clarification/explanation most of the time	Most times billing and statements have errors and have to be returned for clarifications/explanations	Satisfactory
Rates/Pricing	Fixed rates charges are always as per Contract and materials costs are always within market prices	Charges are as per Contract and materials costs are always within market prices most of the times	Prices and rates are to high and not as per LTA most of the time	Satisfactory

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Health & Safety in the Workplace (OHS)	Highly comply with industry standards, Occupational Health and Safety (OHS) Act, comply with national laws, labor laws and any other relevant regulations, including but not necessarily limited to execution of work as per details on scope of works manner, no staff incidents of out-dress or unavailability of tools reported	Comply with industry standards, Occupational Health and Safety (OHS) Act, comply with national laws, labor laws and any other relevant regulations, including but not necessarily limited to execution of work as per details on scope of works manner, very few incidents of out-dress or unavailability of tools reported	Not compliant with industry standards, Occupational Health and Safety (OHS) Act, not complaint with national laws, labor laws and any other relevant regulations,	Satisfactory
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Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated 9/10/2020 , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider – 30 POINTS

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; **(5 points)***
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
Valid Business License – **5 points**
VAT Certificate and Valid Tax clearance certificate – **5 points***
- c) Track Record – **list of at least 3 clients** for similar services related to Building Maintenance services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; - **10 points***
- d) Certificates and Accreditation – Occupational health certificate from OSHA – **3 points**, Quality and Environmental sustainability certificate / manual – **2 points***
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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B. Proposed Methodology for the Completion of Services – 40 POINTS

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the **essential performance characteristics, reporting conditions and quality assurance mechanisms** that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work. In addition, bidder should provide detailed description on:*

- a) Response time in hours on emergence calls
- b) **Response time in hours on normal calls**
- c) Response time in hours on emergence calls
on weekends and public holidays
- d) Response time in hours on emergence calls
- e) Response time in hours on emergence calls
after working hours
- f) % applied as fee, if any, to local purchase of parts and material to execute the works

C. Qualifications of Key Personnel – 30 POINTS

If required by the RFP, the Service Provider must provide :

- a) *Names and qualifications of the key personnel that will perform the services indicating Building care and maintenance professional, Plumber, Carpenter and Electrician ;*
- b) *CVs demonstrating qualifications must be submitted; and*
- c) *Written confirmation from each personnel that they are available for the entire duration of the contract*

D. Financial Proposal Format

	Deliverables	Hourly Price for routine interventions (Lump Sum, All Inclusive, actual time at the premises)	Hourly price for emergency interventions (Lump Sum, All Inclusive, actual time at premises)
LOT #			
1.	Call out Fee
2.	Maintenance Price List
3.	% Mark up on Consumables
4.
Sub total	
Total		

PM

**This shall be the basis of the payment.*

Also total amount shall be used for financial evaluation

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

PM