

United Nations Development Programme



INVITATION TO BID

Common Services (Receptionist, Telephone Operator, Messenger, Cleaning Services and Supervisor) at UN Premises in Menara Thamrin Building – Jakarta

ITB No.: ITB/UNDP/CSA/009/2020

Project: Common Services

Country: Indonesia

Issued on: 01-Dec-2020

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DEAR SIR/ MADAM,

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

Detailed Technical Specification as well as other requirements are listed in the ITB available on UNDP ATLAS e-Tendering system (<https://etendering.partneragencies.org>) **Event ID: 0000008009**

Pre-bid Conference will be held on:

Virtual Pre-Bid Conference (registration is required)

Date/Time: 04-Dec-2020 at 2.00 PM WIB (GMT+7)

Online: <https://undp.zoom.us/j/81442487809?pwd=cnIvNDRKanlWeExGK1F3dXdWS3dudz09>

Meeting ID: 814 4248 7809

Passcode: 942034

Your bid, should be submitted in accordance with the ITB requirements, through the UNDP ATLAS e-Tendering system and by the deadline indicated in <https://etendering.partneragencies.org>.

You are kindly requested to indicate whether your company intends to submit a Bid by clicking **“Accept Invitation”** but not later than **03-Dec-2020**. If this is not the case, UNDP would appreciate indicating your reason, for our records.

If you have not registered in the system before, you can register by logging in using:

Username: event.guest

Password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the attached “Instructions Manual for the Bidders”. Should you require any training on the UNDP ATLAS e-Tendering system or face any difficulties when registering your company or submitting your quotation, please send an email to rida.trisna@undp.org

Please note that ATLAS has following minimum requirements for password:

1. Minimum length of 8 characters;
2. At least one capital letter; and
3. At least one number.

New proposer registering for the first time, the system will not accept any password that does not meet the above requirement, and thus registration cannot be completed.

For existing vendor whose current password does not meet the abovementioned password requirements, the system will prompt you to change your password upon signing in. Please change your password in accordance with the abovementioned password requirements to be able to login to the system.

The user guide and video are available to you in the UNDP public website in this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement/notices/re-sources/>. You can also access the instruction from youtube with link: <https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>.

You are advised to use Internet Explorer (Version 10 or above) to avoid any incompatibility issues with the re-tendering system.

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and appreciate your interest to participate in UNDP procurement opportunities.

Yours sincerely,



Martin Stephanus Kurnia
Head of Procurement
01-Dec-2020

SECTION 1 . LETTER OF INVITATION

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: Other Requirements
- 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.

You are kindly requested to indicate whether your company intends to submit a Bid by clicking the "Accept Invitation" function in e-Tendering system. If this is not the case, UNDP would appreciate indicating your reason, for our records. Accepting the invitation 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:



Name: Rida Dian Trisna
Title: Procurement Assistant
Date: 01-Dec2020

Approved by:



Name: Martin Kurnia
Title: Head of Procurement
Date: 01-Dec- 2020

SECTION 2. INSTRUCTION TO BIDDERS

GENERAL PROVISIONS

1. Introduction	<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 https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</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 (www.ungm.org). 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>
2. Fraud & Corruption, Gifts and Hospitality	<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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</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>(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>(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 http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<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>
4. Conflict of Interests	<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"> 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; 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 c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <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"> 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <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. PREPARATION OF BIDS	
5. General Considerations	<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>

6. Cost of Preparation of Bid	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.
7. Language	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.
8. Documents Comprising the Bid	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"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	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.
10. Technical Bid Format and Content	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>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.</p> <p>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.</p> <p>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.</p>
11. Price Schedule	<p>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.</p> <p>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.</p>
12. Bid Security	<p>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.</p> <p>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>

	<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"> a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or 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.
13. Currencies	<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"> 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 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.
14. Joint Venture, Consortium or Association	<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 15 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 should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <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>
15. Only One Bid	<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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or 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; 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.
16. Bid Validity Period	<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>
17. Extension of Bid Validity Period	<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>

	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.
18. Clarification of Bid (from the Bidders)	<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>
19. Amendment of Bids	<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>
20. Alternative Bids	<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>
21. Pre-Bid Conference	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.

C. SUBMISSION AND OPENING OF BIDS

22. Submission	<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, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission (not applicable)	<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"> Bear the name of the Bidder; Be addressed to UNDP as specified in the BDS; and Bear a warning not to open before the time and date for Bid opening as specified in the BDS. <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>
Email (not applicable) and eTendering submissions	<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"> Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; 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. <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: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
23. Deadline for Submission of Bids and Late Bids	<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>

	23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.
24. Withdrawal, Substitution, and Modification of Bids	<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 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>
25. Bid Opening	<p>25.1 In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened</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>
D. EVALUATION OF BIDS	
26. Confidentiality	<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>
27. Evaluation of Bids	<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"> Preliminary Examination including Eligibility Arithmetical check and ranking of bidders who passed preliminary examination by price. Qualification assessment (if pre-qualification was not done)

	<p>d) Evaluation of Technical Bids</p> <p>e) Evaluation of prices</p> <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>
28. Preliminary Examination	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.
29. Evaluation of Eligibility and Qualification	<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"> 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; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, 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; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical Bid and prices	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.
31. Due diligence	<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"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; 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; 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; d) Inquiry and reference checking with previous clients on the performance on

	<p>on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</p> <p>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
32. Clarification of Bids	<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 and evaluation of the Bids.</p>
33. Responsiveness of Bid	<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>
34. Nonconformities, Repairable Errors and Omissions	<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> <p>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;</p> <p>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</p> <p>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.</p>

	34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Bids	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.
36. Award Criteria	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.
37. Debriefing	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 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.
38. Right to Vary Requirements at the Time of Award	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.
39. Contract Signature	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.
40. Contract Type and General Terms and Conditions	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 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default 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.
42. Bank Guarantee for Advanced Payment	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

	<p>a Bank Guarantee in the full amount of the advance payment in the form available at 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&action=default</p>
43. Liquidated Damages	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.
44. Payment Provisions	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.
45. Vendor Protest	<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 following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<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_ http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</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)	Not Allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference and Site Visit	<p>Will be Conducted</p> <hr/> <p>Virtual Pre-Bid Conference (registration is required) Date/Time: 04-Dec-2020 at 2.00 PM WIB (GMT+7) Online: https://undp.zoom.us/j/81442487809?pwd=cnIvNDRKanlWeExGK1F3dXdWS3dudz09 Meeting ID: 814 4248 7809 Passcode: 942034 The UNDP focal point: Rida Dian Trisna E-mail: rida.trisna@undp.org</p> <p>All queries, both technical and administrative, will be responded to during the pre-bid conference. Minutes of the pre-bid conference will be disseminated to all potential proposers, regardless of bidders attending the site inspection and pre-proposal conference. The minute will be posted at https://etendering.partneragencies.org</p>

5	16	Bid Validity Period	120 days
6	12	Bid Security	Not required

7	42	Advanced Payment upon signing of contract	Not allowed
8	43	Liquidated Damages	Will not be imposed
9	41	Performance Security	Not required
10	13	Currency of Bid	US Dollar for international Bidders; Indonesian Rupiah for national Bidders
11	18	Deadline for submitting requests for clarifications/ questions	Five (5) working days before the submission deadline
12	32	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Rida Dian Trisna Address: Menara Thamrin 8th Fl. Jl. MH Thamrin Kav. 3 Jakarta 10250, Indonesia E-mail address: rida.trisna@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Direct communication to prospective Proposers by email, eTendering and Posting on the website https://www.id.undp.org/content/indonesia/en/home/procurement.html
14	23	Deadline for Submission	The deadline as indicated in the e-tendering system
15	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> e-Tendering
16	22	Bid Submission Address	https://etendering.partneragencies.org Event ID: 0000008009

17	22	Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> Format: PDF files (Preferred). Price Schedule (Form F) must be in both PDF File and MS. Excel format. 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. Max. File Size per transmission: Not applicable Documents which are required in original (e.g. Bid/Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: Menara Thamrin 8th Fl. Jl. MH Thamrin Kav. 3 Jakarta 10250, Indonesia Attn. Rida Dian Trisna/Abriliany Lintang Kirana
18	25	Date, time and venue for the opening of bid	In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened.
19	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive bid
20		Expected date for commencement of Contract	<i>January 31, 2021</i>
21		Maximum expected duration of contract	Three (3) years with initial contract for one year and will be extended subject to UNDP satisfactory performance evaluation
22	35	UNDP will award the contract to:	One Proposer Only
23	40	Type of Contract	Contract for Long Term Agreement and Professional Service http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
24	40	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
25		Other Information Related to the ITB	Contract effectiveness is linked below mentioned conditions: - Upon contract signing from both parties.

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:

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity

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
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	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
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending	Form A: Bid

	legal action against the vendor that could impair its operations in the foreseeable future.	Submission Form
Certificates and Licenses	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/Business Registration ▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country 	Form B: Bidder Information Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum three (3) years of relevant experience in providing services to UN Agencies and/or International organizations/companies	Form D: Qualification Form
	<p>Minimum one (1) contract of similar value, nature and complexity implemented over the last three (3) years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
Financial Standing	<p>Minimum average annual turnover of USD 100,000 for the last three (3) years (year 2017-2018-2019).</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> <p>Note:</p> <p>UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not Financially capable and/or had serious financial problems.</p>	Form D: Qualification Form
	<p>Quick Ratio (QR) of not less than 1.0; bidders may use the form of Balance Sheet to calculate QR; If QR is less than 1, UNDP shall verify financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder's financial standing.</p> <p>UNDP reserves the right to reject any bid if submitted by a contractor whom the investigation leads to a result that he/she is not financially capable and/or had serious financial problems</p>	
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet</i></p>	Form D: Qualification Form

¹ 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.

	<i>requirement)</i>	
Technical Evaluation	The technical bids shall be evaluated on pass/fail basis for compliance or non-compliance with the technical specification required in the bid document.	Form E: Technical Bid Form
Financial Evaluation	<p>Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F.</p> <p>Price comparison shall be based on the landed price, including transportation, insurance and total cost of ownership (including spare parts, installation, commissioning, training, special packaging etc where applicable)</p> <p>Comparison with budget/internal estimates</p>	Form F: Price Schedule Form

SECTION 5 A: TERMS OF REFERENCE

A. BACKGROUND

Provision of common services (Receptionist, Telephone Operator, Messenger, Cleaning Services and Supervisor) at UN premises in Menara Thamrin is part of common activities which has been approved by UNCT in Indonesia. Premises shared by UN organizations are an important component of the Secretary-General's UN Reform Programme. The objective of common premises is to build closer ties among United Nations staff and promote a more unified presence at country level in a cost-effective manner.

One office unites agencies working at the country level through harmonized business processes, common services and often common premises and UN House. By establishing common services and clustering operational activities of agencies together the UN aims to reduce operational costs considerable and become more effective and efficient in supporting programme delivery.

One office describes the use of common services, common premises, and harmonized, simplified and unified business policies and procedures that help bring the UN country team together. The purpose of one office is to increase efficiency, decrease transactional cost and produce savings which in turn should be spent on programmatic development work. By physically and functionality bring everyone together, one office can help a UNCT achieve greater economies of scale, improve collaboration among UN agencies and present a unified UN image at the country level.

B. OBJECTIVES

The United Nations (UN) Offices located at Menara Thamrin Building Jakarta, Indonesia require a firm that has the capacity to provide and manage personnel and the necessary supplies and equipment for the provision of the following services for Common Services operations:

1. Reception Services
 - 1 (one) Receptionist (REC)
2. Messenger Services
 - 4 (four) Messengers (MS)
3. Telephone Services
 - 2 (two) Telephone Operators (TO)
4. Cleaning Services
 - 9 (nine) Cleaners
 - Cleaning supplies should be provided by the firm; all necessary tools, machineries, equipment, consumables and waste disposal.
5. Management Services
 - 1 (one) Supervisor to oversee the work of the above team

The company is expected to have excellent quality standards in providing the above-mentioned services during the contract period

C. SUPPLIES

The firm shall provide the necessary cleaning supplies, all required tools and equipment, consumables and waste disposal as mentioned in price schedule (FORM F: Price Schedule)

D. DURATION OF CONTRACT

Long Term Agreement (LTA) is initially for one (1) year and can be extended annually to a maximum of three (3) years subject to satisfactory performance of the firm. The contract shall be effective from the date of signature of the date of signature of the contract between UNDP (on behalf of other UN Agencies) and the firm

- To undertake a complete spring clean of all areas including window cleaning and cleaning behind furniture and to ensure all areas are clean and fresh.
- In emergency case SP must be able to provide back-stopping services and in the absence of other personnel to ensure a timely replacement without any time gap.
- SP to ensure that the work perform by the team should comply with UN Health and Safety regulations.

E. SCHEDULE OF SERVICES

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

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

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

F. WORKING DAYS & HOURS FOR:

1. Receptionist (REC)

• Working day

:

Monday to Friday

• Working hours

:

07:30-16:30
2. Telephone Operator (TO)

• Working day

:

Monday to Friday

• Working hours

:

Shift I

07:30-16:30

Shift II

09:00-18:00

3. Messenger (MS)

• Working day

:

Monday to Friday

• Working hours

:

Shift I

07:00-16:00

Shift II

08:00-17:00

4. Cleaning Services personnel (CS) and Supervisor (SP)

• Working day

:

Monday to Saturday

• Working hours

:

Monday to Friday

06:30-17:30 – with the following daily working schedule

06:30-08:30 – working period (2 hours)

08:30-09:30 – break

09:30-11:00 – working period (1.5 hours)

11:00-13:00 – break

13:00-14.30 – working period (1.5 hours)

14:30-15:00 – break

15:00-17:00 – working period (2 hours)

Saturday

07:00-12:00

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G. REQUIRED QUALIFICATIONS

Proposed Personnel								
Proposed Personnel	<p>The bidders shall submit CVs of the below proposed personnel:</p> <p>The nominated personnel shall not be changed without the approval of the UN as a whole, or each individual UN Agencies or UN Partners where the Company will undertake its duties.</p> <p>The Contractor shall engage competent personnel to achieve the requirement stated in the tender documents.</p> <p>UNDP reserves the right to reject and/or instruct removal of personnel due to non-performance.</p> <table><tr><th>Personnel</th><th>Particular Experience & Qualifications</th><th>QTY</th></tr><tr><td>Receptionist</td><td><ul style="list-style-type: none">• Completion of Senior High School level is required. University degree holder is an advantage but not mandatory• Minimum of 2 (two) years working experience as Receptionist/ Clerk/ Secretary/ Telephone Operator• Knowledge of customer service principles and practices• Knowledge of computers and relevant software applications• Able to communicate fluently in English (both verbal and written)• Customer service oriented• Attention to detail</td><td>1</td></tr></table>	Personnel	Particular Experience & Qualifications	QTY	Receptionist	<ul style="list-style-type: none">• Completion of Senior High School level is required. University degree holder is an advantage but not mandatory• Minimum of 2 (two) years working experience as Receptionist/ Clerk/ Secretary/ Telephone Operator• Knowledge of customer service principles and practices• Knowledge of computers and relevant software applications• Able to communicate fluently in English (both verbal and written)• Customer service oriented• Attention to detail	1	<p>Form E: Technical Bid Form</p> <p>Format for CV of Proposed Personnel must be attached</p>
Personnel	Particular Experience & Qualifications	QTY						
Receptionist	<ul style="list-style-type: none">• Completion of Senior High School level is required. University degree holder is an advantage but not mandatory• Minimum of 2 (two) years working experience as Receptionist/ Clerk/ Secretary/ Telephone Operator• Knowledge of customer service principles and practices• Knowledge of computers and relevant software applications• Able to communicate fluently in English (both verbal and written)• Customer service oriented• Attention to detail	1						

	Messenger	<ul style="list-style-type: none"> • Completion of Junior High School level is required • Previous experience as a Massager is an advantage but not required • Basic English is essential 	4	
	Telephone Operator	<ul style="list-style-type: none"> • Completion of Senior High School level is required. University degree holder is an advantage but not mandatory • Minimum of 3 (three) years of working experience as Telephone Operator or related working experience • Capable in operating telephone switchboard and familiar with tele-conference and video-conference equipment. • Able to assist in managing and keeping track of telephone charges • Able to communicate fluently in English both verbal and written 	2	

	Cleaning Service	<ul style="list-style-type: none"> • Completion of Junior High School level is required • Minimum of 1 (one) year of working experience as cleaning services personnel • Basic English is essential 	9	
	Supervisor	<ul style="list-style-type: none"> • Completion of University level is required • Minimum of 2 (two) years of working experience in related field, with a minimum of 1 (one) year of working experience as Supervisor • Possess good inter-personal skills and managerial skills • Fluency in English is essential 	1	

Job Descriptions	
Receptionist (REC)	<ul style="list-style-type: none"> ○ General purpose: Front Desk Receptionist is a key to a wide range of organizations – he/she provides the first impression of the organization to visitors. ○ REC is to recognize vendors, fellows, project personnel and technicians as visitors. ○ To conduct his/her function to receive visitors: <ul style="list-style-type: none"> - REC shall coordinate with UN security guards at UN premises lobby for any incoming visitors. - REC should check with staff member if he/she is expecting any visitors. - REC is to ensure that every visitor is provided with Visitor Form which information (visitor's identity, time of arrival, time of departure, intended visit) should be available on Visitor Logbook. - REC is to ensure that visitor is using Visitor Card at all times. - REC is to collect Visitor Form from visitor or staff member. At the end of his/her working hour, REC to report to UN security guards at UN premises lobby on the number of visitors still being at UN premises after working hours. ○ REC should be familiar with the location of within UN premises and should be able to direct visitors in coordination with UN security personnel. ○ REC should manage logbook for incoming mails, documents and pouches. He/she should liaise with Messengers for collection and distribution. ○ REC should be aware of any incoming bidding documents and avoid any delay in informing Procurement Unit to ensure the proper submission of documents by bidders. ○ REC will receive advance information of any incoming VIPs to UN premises. Concerned UN staff member should be responsible to meet the VIP at the lobby. VIPs will not be required to sign on visitor logbook. ○ REC should maintain the cleanliness of UN Reception area
Telephone Operator (TO)	<ul style="list-style-type: none"> ○ TO shall have good knowledge and should be able to communicate fluently in English. TO should be able to take messages properly and convey the message timely to concerned UN staff. ○ TO must possess skills in operating telephone switchboard and to ensure the switchboard is functioning at all times. ○ TO shall maintain and update the list of telephone of UN Agencies (both in Indonesia and at Headquarters), Government Offices, Embassies, NGOs and other parties that have close relations to the UN. ○ TO shall maintain and monthly update the list of telephone extension of UN Agencies within UN premises. ○ TO is to maintain record of outgoing long-distance calls for the purpose of charging the costs to appropriate extension number or Agency. ○ TO should be able to handle bomb threat and other threats by applying the established standard operating procedures. ○ TO should be able to handle unwanted calls in professional manners. ○ TO must be able to perform non-technical repairs of telephone consoles, if required. ○ TO must be able to oversee the work of telephone technicians at the time of telephone installation, repair and service. ○ TO is to follow up on monthly telephone billing statements to Telkom and to submit to UN Common Services for payment at a timely manner. ○ TO should maintain the cleanliness of telephone operator/PABX room and PABX server.

Messenger (MS)	<ul style="list-style-type: none"> MS is responsible to collect, sort and deliver mails including messages and other items such as documents, parcels and newspapers to intended recipient in a timely manner. MS should record incoming mails and other items in a log book and should be able to track the information down should it is requested. MS should assist in opening UN diplomatic pouches. MS should be able to operate photo copiers and scanners and to assist in copying and scanning when required, especially on substantive matters. MS should assist with other official errands upon request. MS should be able to receive instructions, either in-person or by telephone, to deliver mails or documents to intended recipients. When delivering mails or documents, MS should obtain receipts and to have information of recipients (name, contact number, contact address or email address).
Cleaning Service	<p>On daily basis, CS should perform the following:</p> <ul style="list-style-type: none"> To clean, wipe, vacuum, remove dust from office furniture, telephone set, files, books, carpets, rugs, upholstered furniture, garbage bins, walls, windows, door panels, partitions, sills, etc. To ensure that all working areas are clean and tidy at all times, including their own working area. To wash, mop and wipe stairs and corridors. To clean public areas, meeting rooms, Reception areas and other common areas. To provide support services to meeting arrangement and other official events; such as in meeting room lay-out and seating arrangement, preparation for meeting refreshments (food and beverage), to clean up meeting rooms after the meetings or events. To clean and wash drinking glasses, plates and other utensils. CS personnel are not allowed to leave UN premises during working hours unless on an official business and upon approval from Supervisor. CS personnel should stand by at their working area and easily to be contacted. Should inform UN Security Guard for any lost and found. To perform waste collection and disposal taking into account segregation and recycling best practices. On a weekly basis, to wash and steam to whole area. To perform other official tasks. <p>To be responsible for the executive area by performing the following tasks on a daily basis:</p> <ul style="list-style-type: none"> To sweep, mop, vacuum the working area. To maintain the cleanliness of the executive restroom, i.e. by cleaning up sinks, countertop, mirrors and floors; replenish bathroom supplies; to polish fixtures and fittings. <p>To ensure the availability of cleaning materials</p> <ul style="list-style-type: none"> To ensure cleaning devices (vacuum cleaner, water barrels, brooms, watering pots, dustpans, shovel, gloves, brushes, cloths, garbage bags including detergents, glass cleaners and other chemicals) are available To ensure that all items, especially heavy machinery and chemical products, to comply with proper safety policy and procedure

Supervisor (SP)	<ul style="list-style-type: none"> ○ Main responsibility is to supervise the team and ensure a comprehensive service. ○ SP will supervise the team which consists of Receptionist, Telephone Operators, Messengers and Cleaning Services personnel. ○ To ensure all team members understand their job and responsibility and to carry it out in accordance to UN procedures and practices without putting aside health and safety regulations. ○ To ensure a high standard of cleanliness and hygiene of the working area. ○ To inspect and supervise the work carried out by all team members. ○ To maintain adequate supplies of cleaning materials and supplies, to replenish items when required, to ensure CS personnel have the required cleaning supplies. ○ SP will monitor working performance of his/her team members and to include in the quarterly record. ○ SP will report any defects to UN Common Services to ensure health and safety procedures are followed and to enable repairs to be carried out. ○ To undertake a complete spring clean of all areas including window cleaning and cleaning behind furniture and to ensure all areas are clean and fresh. ○ In emergency case SP must be able to provide back-stopping services and in the absence of other personnel to ensure a timely replacement without any time gap. ○ SP to ensure that the work perform by the team should comply with UN Health and Safety regulations including on COVID-19 related protocols.
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H. Other Requirements

Other Requirements	
Qualification of the Company	<ol style="list-style-type: none"> 1. Proven track record in of client list in providing similar services, Personnel and supplies to other large organizations or companies for the last three (3) years. 2. Fulfill or exceed the minimum standards of the Indonesia Labor Code 3. Experience in servicing international and diplomatic organizations 4. Able to deploy personnel required under this TOR with the following standards: <ol style="list-style-type: none"> a) Skilled and experienced in delivering high quality services complying to the utmost standards b) Client-service oriented and client-satisfaction conscious c) Sufficient trustworthiness to be allowed access to UN offices d) Physically and mentally fit to efficiently and effectively perform the required service e) Of utmost integrity, outstanding moral character, emotionally stable and ethical in their behavior at all times f) To determine the neatness, accuracy and thoroughness of the work assigned 5. Ensure that numbers of the machineries are provided adequately for covering the whole service areas and the number of machineries are in full use at all times. 6. Provide excellent level of customer service to all UN Agencies within the Common Premises 7. Ensure that all personnel employed are alert, proactive and client service oriented; and regular training on subjects relevant to their job provided to keep up their quality services including basic safety training for enhancing their capabilities. 8. Ensure a proper channel of communications with UN Common Services 9. Ensure regular meetings between the firm and UN Common Services 10. Undertake a periodic performance evaluation on personnel assigned to UN premises 11. Ensure a timely back up arrangement (at no cost) when any of the staff is absent without compromising the quality services. Absenteeism should be reported immediately with replacement staff to be arranged on the request from the UN within the timeframe stipulated. 12. Providing the employees with adequate uniforms including accessories to ensure

	<p>presentable appearance, neatness and tidiness at all time.</p> <ol style="list-style-type: none"> 13. Prepare a quarterly report, including list of personnel assigned to the UN building including their working area, and plan of action for the implementation of the contract. 14. Ensure compliance with the prevailing labor laws such as provision of at least the minimum regional wage for the net take home pay salary, BPJS Kesehatan (both for outpatient and inpatient insurances), life insurance, BPJS Ketenagakerjaan, annual holiday allowance (THR), uniform, etc. 15. Acknowledge that the UN reserves the right to reject personnel who are considered incapable or unsuitable based on the UN's own assessment, for which the firm must immediately send replacement and inform the UN accordingly. 	
References	<p>The Company must provide statement letter of satisfactory performance from the top three (3) clients or more in terms of similar services within last three (3) years</p> <p>The UN as a whole, or as individual UN Agencies or Partners, has the right to contact each references and request information on the Company performances on related issues and problems, the quality of the services performed and the dependability of the firm in meeting security needs</p>	
Training	<p>The Company is responsible to provide adequate training to for all personnel:</p> <ol style="list-style-type: none"> 1. subjects relevant to their job provided to keep up their quality services, 2. basic safety training for enhancing their capabilities 3. Training and Awareness related to COVID19 – Detail training programme and implementation by the company. 	
Personnel Uniform	<p>4 sets/year for shirt and trousers 2 sets/year for shoes</p> <p>Necessary quantity of PPE to be provided to each personnel by the vendor:</p> <ul style="list-style-type: none"> • Mask • Face Shield • Gloves • Hand Sanitizer 	
Replacement	<p>In the absence of any of the above personnel for any reason, the company will provide a temporary qualified replacement at no additional cost to UN.</p>	

The unit cost of each person should at least include the following details:

No	Specification	Remarks
1	Net monthly salary to each employee of the firm	✓
2	BPJS Kesehatan for each employee including: <ul style="list-style-type: none"> • Outpatient • Inpatient 	✓
3	BPJS Ketenagakerjaan/Life Insurance	✓
		✓
5	Back up support staff	✓
6	Holiday allowance (THR)	✓
7	Uniform (shirt, trousers, shoes) <ul style="list-style-type: none"> • 4 sets/year for shirt and trousers • 2 sets/year for shoes 	✓
8	Leave entitlement in accordance to the Indonesian Ministry of Manpower <ul style="list-style-type: none"> • Sick leave • Maternity leave • Annual leave 	✓
9	Necessary quantity of PPE to be provided to each personnel by the vendor: <ul style="list-style-type: none"> • Mask • Face Shield • Gloves • Hand Sanitizer 	

Efficiency Measures	Deficiency
RECEPTIONIST (REC)	
REC should be able to communicate well both in Bahasa Indonesia and in English	Non compliance
REC should ensure all visitors to sign visitor log book and should be provided with Visitor Form. Arrival and departure time of visitors should be provided.	Non compliance
REC should be familiar with the location of within UN premises and should be able to direct visitors in coordination with UN security personnel.	Non compliance
If any incident within UN premises, REC should provide a list of visitors currently visiting UN premises to UN Security	Untimely report
During VIP visit, REC should inform concerned UN staff member responsible to meet the VIP at the lobby.	Untimely information
REC should be alert at all times while on duty	Leaving work station without permission, negligent to instructions or corrections.
TELEPHONE OPERATOR (TO)	
TO should be able to communicate well both in Bahasa Indonesia and in English	Non compliance
TO should be able to take messages properly and convey the message timely to concerned UN staff.	Untimely information
TO should regularly update the list of telephone of UN Agencies (both in Indonesia and at Headquarters), Government Offices, Embassies, NGOs and other parties that have close relations to the UN.	Non compliance
TO should monthly update the list of telephone extension of UN Agencies within UN premises.	Untimely update
TO is to maintain record of outgoing long-distance calls for the purpose of charging the costs to appropriate extension number or Agency. Report should be provided on a monthly basis.	Delay in reporting
TO is to follow up on monthly telephone billing statements to Telkom and to submit to UN Common Services for payment at a timely manner.	Untimely report
TO should be able to handle bomb threat and other threats by applying the established standard operating procedures.	Non compliance Delay in reporting
TO should be able to handle unwanted calls in professional manners.	Non compliance
TO must be able to oversee the work of telephone technicians at the time of telephone installation, repair and service.	Non compliance
TO should be alert at all times while on duty	Leaving work station without permission, negligent to instructions or corrections.
MESSENGER (MS)	

MS is responsible to collect, sort and deliver mails including messages and other items such as documents, parcels and newspapers to intended recipient in a timely manner.	Non compliance
MS should record incoming mails and other items in a log book and should be able to track the information down should it is requested.	Improper record
MS should be alert at all times while on duty.	Leaving work station without permission, negligent to instructions or corrections.
CLEANING SERVICES PERSONNEL (CS)	
CS should ensure working area and common area within UN premises, including their working area, are clean at all times.	Non compliance
CS to provide support services to meeting arrangement and other official events; such as in meeting room lay-out and seating arrangement, preparation for meeting refreshments (food and beverage), to clean up meeting rooms after the meetings or events.	Non compliance
CS to ensure cleaning devices are available.	Non compliance
CS should be ready at all times while on duty.	Leaving work station without permission, negligent to instructions or corrections.
SUPERVISOR (SP)	
SP to supervise the team which consists of Receptionist, Telephone Operators, Messengers and Cleaning Services personnel, to ensure all team members understand their job and responsibility and to carry it out in accordance to UN procedures and practices without putting aside health and safety regulations.	Non compliance
SP to maintain adequate supplies of cleaning materials and supplies, to replenish items when required, to ensure CS personnel have the required cleaning supplies.	Non compliance
SP to report any defects to UN Common Services to ensure health and safety procedures are followed including on COVID-19 related and to enable repairs to be carried out.	Non compliance
SP to undertake a complete spring clean of all areas including window cleaning and cleaning behind furniture and to ensure all areas are clean and fresh.	Non compliance
In emergency case SP must be able to provide back-stopping services and in the absence of other personnel to ensure a timely replacement without any time gap.	Non compliance
APPLICABLE TO ALL POSTS	
To wear uniform and ID	Non compliance
Be punctual	Non compliance
Participate in orientation and relevant job rotation	Non compliance To inform UN Common Services of job rotation schedule

Participate in-service training program provided by the firm on specific subjects requested by the UN	Non compliance
Training / Awareness related to COVID19 – Detail training programme and implementation by the company.	Non compliance
Incident and training reports (on-site monthly and quarterly management reports)	Non compliance of administrative records
Responsiveness from the firm's senior management and key personnel	Lack of responses and/or lack of required actions
Implementation of incentives, rewards and commendations	Lack of incentives, rewards and commendations.

SECTION 5 B: OTHER RELATED REQUIREMENTS

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	UN Premises in Menara Thamrin Building, Jakarta
Conditions and Procedures for electronic submission	Your bid, should be submitted in accordance with the ITB requirements, through the UNDP ATLAS e-Tendering system and the deadline indicated in https://etendering.partneragencies.org .
Post-Qualification Actions	<input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the Proposer on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous three (3) clients on the quality of performance on ongoing or previous contracts completed; <input checked="" type="checkbox"/> Physical inspection of the Proposer's premises/ facilities or other places where business transpires, with or without notice to the Proposer.
Conditions for Determining Contract Effectivity	Upon contract signing from both parties.
Value Added Tax on Price Quotation ²	Must be exclusive of VAT and other applicable indirect taxes
Payment Terms	Payment is to be made monthly after satisfactorily completion of the service and acceptance thereof by UNDP
Conditions for Release of Payment	The Financial Regulations and Rules of UNDP normal payment terms are 30 days upon satisfactory completion of service and acceptance thereof by UNDP.

² This must be reconciled with the INCO Terms required by the ITB. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

SECTION 6 : RETURNABLE BIDDING FORMS / CHECKLIST

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:

Have you duly completed all the Returnable Bidding Forms?	
▪ 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"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Price Schedule:

▪ Form F: Price Schedule Form duly signed and stamp	<input type="checkbox"/>
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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 goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] 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 subcontractors 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 goods and 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.

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

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>	[Complete]
Does your organization demonstrates 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	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for clarifications during Bid evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]

Please attach the following documents:

- **Company Profile**, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured
- **Certificate of Incorporation/** Business Registration
- **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)
- **Patent Registration Certificates**, if any of technologies submitted in the Bid is patented by the Bidder
- **Certification or authorization** to act as Agent on behalf of the Manufacturer, or Power of Attorney.(if applicabe)
- **Export Licenses**, if applicable
- **Local Government permit** to locate and operate in assignment location
- **Official Letter of Appointment as local representative**, if Bidder is submitting a Bid on behalf of an entity located outside the country
- **Statement of Satisfactory Performance** from the Top 3 (three) Clients or more in terms of similar project completion within last three (3) years.
- **Copy of last three (3) years Audited Financial Statement (year 2017-2018-2019).**

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]

Name of leading partner (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

<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)

<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

Please list only previous similar assignments successfully completed in the last three (3) years.

List only those assignments for which the Bidder was legally contracted or sub-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 three (3) Clients or more.**

Financial Standing

Annual Turnover for the last 3 years	Year 2019	USD
	Year 2018	USD
	Year 2017	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 2017	Year 2018	Year 2019
	<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			
Quick Ratio			
Current Ratio			

☐ Attached are copies of the **audited financial statements** (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- 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

UNDP Requirement			Is Bid compliant? Bidder to complete	
Minimum three (3) years of relevant experience in this particular services to UN Agencies and/or International organizations/companies			<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please list the previous relevant experience				
Project Description	Client Name	Amount (USD /IDR)	Duration (from – to)	% completed

UNDP Requirement			Is Bid compliant? Bidder to complete	
Minimum one (1) contract of similar value at least of USD 100,000 per annum, nature and complexity implemented over the last three (3) years			<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please list minimum 1 contract with at least of USD 100,000 or similar nature and complexity implemented over the last 3 years				
Contract Description	Client Name	Contract Amount (USD /IDR)	Contract Duration (from – to)	% completed

SECTION 2: Scope of Supply, Technical Specifications, and Related Work

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 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.

Description	Yes/No	If Yes, please provide details
Please confirm if any part of the works will be subcontracted		
The Bidder shall enclose in the bid: <input checked="" type="checkbox"/> A certified agreement between the Contractor and the Subcontractor prior to commencement of the works.		
If the bidder is proposing to subcontract more than 10% of the total value of the Contract, the following details shall be also enclosed in the bid submission <input checked="" type="checkbox"/> Value of item to be subcontracted <input checked="" type="checkbox"/> Name of Subcontractor(s)		

Other Requirements	Compliance with requirements		Details or comments on the related requirements
	Yes, we comply	No, we cannot comply (indicate discrepancies)	
Qualification of the Company (refer to Section 5A)			
References (refer to Section 5A)			
Training (refer to Section 5a)			

Personnel Uniform(refer to Section 5a)			
Replacement (refer to Section 5a)			

SECTION 3: Management Structure and Key Personnel

3.1 Provide CVs for key personnel 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.

Personnel	Qualifications & Experiences	Qty	Confirmation availability of the requested Personnel Yes/No	CV of the Personnel is attached Yes/No
Receptionist	<ul style="list-style-type: none"> Completion of Senior High School level is required. University degree holder is an advantage but not mandatory Minimum of 2 (two) years working experience as Receptionist/ Clerk/ Secretary/ Telephone Operator Knowledge of customer service principles and practices Knowledge of computers and relevant software applications Able to communicate fluently in English (both verbal and written) Customer service oriented Attention to detail 	1		
Messenger	<ul style="list-style-type: none"> Completion of Junior High School level is required Previous experience as a Massager is an advantage but not required Basic English is essential 	4		
Telephone Operator	<ul style="list-style-type: none"> Completion of Senior High School level is required. University degree holder is an advantage but not mandatory Minimum of 3 (three) years of working experience as Telephone Operator or related working experience Capable in operating telephone switchboard and familiar with tele-conference and video-conference equipment. Able to assist in managing and keeping track of telephone charges Able to communicate fluently in English both verbal and written 	2		

Personnel	Qualifications & Experiences	Qty	Confirmation availability of the requested Personnel Yes/No	CV of the Personnel is attached Yes/No
Cleaning Service	<ul style="list-style-type: none"> • Completion of Junior High School level is required • Minimum of 1 (one) year of working experience as cleaning services personnel • Basic English is essential 	9		
Supervisor	<ul style="list-style-type: none"> • Completion of University level is required • Minimum of 2 (two) years of working experience in related field, with a minimum of 1 (one) year of working experience as Supervisor • Possess good inter-personal skills and managerial skills • Fluency in English is essential 	1		

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency: Bahasa Indonesia (Elementary/ Intermediate/Advance):	[Insert]
English (Elementary/ Intermediate/Advance):	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<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 five years, 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]
References	<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

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

Currency of the Bid: [Insert Currency]

Section A – Price Schedule

No.	Description	UOM	Quantity	Unit Price Per Month (IDR)	Unit Price for 12 Month Salary (IDR)
1	Receptionist	Person	1		
2	Messenger	Person	4		
3	Telephone Operator	Person	2		
4	Cleaning Service	Person	9		
5	Supervisor	person	1		
	The Unit price above is per month & must include: <ul style="list-style-type: none"> ✓ Net monthly salary to each personnel ✓ BPJS Kesehatan for each employee including: Outpatient & Inpatient ✓ BPJS Ketenagakerjaan/Life Insurance ✓ Back up support staff ✓ Holiday allowance (THR) ✓ Uniform (shirt, trousers, shoes) <ul style="list-style-type: none"> - 4 sets/year for shirt and trousers - 2 sets/year for shoes ✓ Leave entitlement in accordance to the Indonesian Ministry of Manpower <ul style="list-style-type: none"> - Sick Leave - Maternity Leave - Annual leave 				

✓ Necessary quantity of PPE to be provided to each personnel by the vendor: - Mask - Face Shield - Gloves - Hand Sanitizer			
GRAND TOTAL			

Section B – Cost Breakdown by Cost Component

No.	Specification	Receptionist - Monthly Cost (IDR)	Messenger - Monthly Cost (IDR)	Telephone Operator Monthly Cost (IDR)	Cleaning Services - Monthly Cost (IDR)	Supervisor - Monthly Cost (IDR)
<i>Take home pay elements:</i>						
	Basic salary					
	Special Allowance (if any)					
<i>Other Fringe benefits elements:</i>						
✓	BPJS Kesehatan for each employee including: Outpatient & Inpatient					
✓	BPJS Ketenagakerjaan//Life Insurance					
✓	Back up support staff					
✓	Holiday allowance (THR)					
✓	Uniform (shirt, trousers, shoes) - 4 sets/year for shirt and trousers - 2 sets/year for shoes					
✓	Leave entitlement in accordance to the Indonesian Ministry of Manpower - Sick Leave - Maternity Leave - Annual leave					
✓	Necessary quantity of PPE to be provided to each personnel by the vendor: - Mask - Face Shield - Gloves - Hand Sanitizer					

	Overhead, which includes profit/ management fee					
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NOTE: All bids must be exclusive of VAT and other applicable indirect taxes

- The Financial Regulations and Rules of UNDP normal payment terms are 30 days upon satisfactory completion of service and acceptance thereof by UNDP. Bidders must, therefore, clearly specify in their proposal the payment terms being offered including prompt payment discounts, if any.
- UNDP is not subject to any taxes. Therefore, all costs/unit prices must be exclusive of tax.

PRICE CONSIDERATIONS

- UNDP envisages to enter into contract for 1 (one) year with the option to renew for the 2nd and 3rd year. The Bidders should specify whether the prices would remain firm for the entire contract period, or alternatively, they should indicate a maximum yearly increase rate.

For the 2nd year of the contract [please check one]

☐ the prices will remain fixed for the duration of the contract

☐ the prices will increase yearly by a maximum percentage of ____% [specify], which includes the overhead cost.

For the 3rd year of the contract [please check one]

☐ the prices will remain fixed for the duration of the contract

☐ the prices will increase yearly by a maximum percentage of ____% [specify], which includes the overhead cost.

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____