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## INVITATION TO BID

### Provision of Daily Cleaning Services **On Long Term Agreement (LTA) Basis**

UNDP, Sudan

<b>ITB No.:</b>	ITB/21/014
<b>E-tendering event ID:</b>	<a href="#"><u>SDN10-0000008776</u></a>
<b>Project:</b>	UNDP Projects and Other UN Agencies
<b>Country:</b>	Sudan
<b>Issued on:</b>	25 March 2021

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

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and Technical Specifications
- Section 6: Returnable Bidding Forms
  - Form A: Bid Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Bid
  - 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.

Documents may be submitted on or before the deadline indicated by UNDP in the e-tendering system. Documents must be submitted in the online e-tendering system logging into the following link:

<https://etendering.partneragencies.org> Event ID: **SDN10-0000008776** using your username and password. If you have not registered in the system before, you can register now by logging in using:

**Username:** [event.guest](#)

**Password:** [why2change](#)

and follow the registration steps as specified in the system user guide, provided with the tender document. You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" function in e-tendering system, where applicable. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

UNDP looks forward to receiving your Bid and thank you in advance for your interest in UNDP procurement opportunities.

Issued by

Approved by:

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Name: Sidig Mohamed

Title: Procurement Officer

Date: March 25, 2021

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Name: Ei Cho Nyunt

Title: Head of Procurement

Date: March 25, 2021

A. GENERAL PROVISIONS	
<b>1. Introduction</b>	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p>
	<p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p>
	<p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
	<p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<b>2. Fraud &amp; Corruption, Gifts and Hospitality</b>	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p>
	<p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p>
	<p>2.3 In pursuance of this policy, UNDP:</p> <p>(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 <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p>
<b>3. Eligibility</b>	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p>
	<p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>
<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p>
	<p>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;</p>

	<p>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</p> <p>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</p> <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> <p>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</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>B. PREPARATION OF BIDS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>
<b>6. Cost of Preparation of Bid</b>	<p>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.</p>
<b>7. Language</b>	<p>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.</p>
<b>8. Documents Comprising the Bid</b>	<p>8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <p>a) Documents Establishing the Eligibility and Qualifications of the Bidder.</p> <p>b) Technical Bid.</p> <p>c) Price Schedule.</p> <p>d) Bid Security, if required by BDS.</p> <p>e) Any attachments and/or appendices to the Bid.</p>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>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.</p>
<b>10. Technical Bid Format and Content</b>	<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</p>

	<p>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>
<b>11. Price Schedule</b>	<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>
<b>12. Bid Security</b>	<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> <ol style="list-style-type: none"> <li>If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or</li> <li>In the event the successful Bidder fails: <ol style="list-style-type: none"> <li>to sign the Contract after UNDP has issued an award; or</li> <li>to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</li> </ol> </li> </ol>
<b>13. Currencies</b>	<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> <ol style="list-style-type: none"> <li>UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and</li> <li>In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</li> </ol>
<b>14. Joint Venture, Consortium or Association</b>	<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</p>

	<p>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"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<b>15. Only One Bid</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process.</li> <li>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
<b>16. Bid Validity Period</b>	<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>
<b>17. Extension of Bid Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
<b>18. Clarification of Bid (from the Bidders)</b>	<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,</p>



	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.
<b>19. Amendment of Bids</b>	<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>
<b>20. Alternative Bids</b>	<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>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.</p>
<b>C. SUBMISSION AND OPENING OF BIDS</b>	
<b>22. Submission</b>	<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>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> <li>Bear the name of the Bidder.</li> <li>Be addressed to UNDP as specified in the BDS; and</li> <li>Bear a warning not to open before the time and date for Bid opening as specified in the BDS.</li> </ol> <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
<b>Email and e-Tendering submissions</b>	<p>22.5 Electronic submission through e-Tendering as specified in the BDS, shall be governed as follows:</p> <p>a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS.</p>

	<p>b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</p> <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the e-Tendering system are provided in the e-Tendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</a></p>
<b>23. Deadline for Submission of Bids and Late Bids</b>	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
<b>24. Withdrawal, Substitution, and Modification of Bids</b>	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 E-Tendering: 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>
<b>25. Bid Opening</b>	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
<b>D. EVALUATION OF BIDS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Bids</b>	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 Evaluation of Bids shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination including Eligibility</li> <li>Arithmetical check and ranking of bidders who passed preliminary examination by price.</li> <li>Qualification assessment (if pre-qualification was not done)</li> <li>Evaluation of Technical Bids</li> </ol>

	<p>b) 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>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list.</li> <li>They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required.</li> <li>They are able to comply fully with the UNDP General Terms and Conditions of Contract.</li> <li>They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>They have a record of timely and satisfactory performance with their clients.</li> </ol>
<b>30. Evaluation of Technical Bid and prices</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
<b>31. Due diligence</b>	<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> <ol style="list-style-type: none"> <li>Verification of accuracy, correctness and authenticity of information provided by the Bidder.</li> <li>Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team.</li> <li>Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder.</li> <li>Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary.</li> <li>Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder.</li> <li>Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ol>
<b>32. Clarification of Bids</b>	<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>
<b>33. Responsiveness of Bid</b>	<p>33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms,</p>

	<p>conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Reparable Errors and Omissions</b>	<p>34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check, and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and</li> <li>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Bids</b>	<p>35.1 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.</p>
<b>36. Award Criteria</b>	<p>36.1 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification and has offered the lowest price.</p>
<b>37. Debriefing</b>	<p>37.1 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.</p>
<b>38. Right to Vary Requirements at the Time of Award</b>	<p>38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>
<b>39. Contract Signature</b>	<p>39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.</p>

<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	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.
<b>44. Payment Provisions</b>	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.
<b>45. Vendor Protest</b>	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: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

### Section 3. Bid Data Sheet

The following data for the goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Will be Conducted (Virtual Meeting) Time: 11:00 AM Date: March 31, 2021.</p> <p><b>Microsoft Teams Meeting</b> <b>Join on your computer or mobile app</b></p> <p><a href="#">Click Here to Join the Meeting</a></p> <p>The UNDP focal point for the arrangement is: Sidig Mohamed email address: <a href="mailto:sidig.mohamed@undp.org">sidig.mohamed@undp.org</a> and copy <a href="mailto:ei.cho.nyunt@undp.org">ei.cho.nyunt@undp.org</a> Tel: +249 922230404</p>
5	16	Bid Validity Period	90 days
6	13	Bid Security	<b>Not Required</b>
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	12	Currency of Bid	<p><input checked="" type="checkbox"/> Local Currency (SDG); or <input checked="" type="checkbox"/> United States Dollars (USD)</p> <p>Method for Currency Conversion: UN Operational Exchange Rate prevailing on closing date of submission of Bids.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>The contract will be signed in the currency selected by the bidder and does not carry any contract price variations due to currency devaluation. In case of selection of USD, Bank account in US\$ is to be provided.</li> </ul>

			<ul style="list-style-type: none"> <li>All USD and SDG payments should be done via bank transfer or depositing to Company bank account.</li> <li>Bidders are free to choose the currency of bid (USD or SDG). The currency of bid will be the currency of contract/PO. It is up to the bidders to manage the cash withdrawal from their own bank. The determining exchange rate shall be the UN Exchange Rate at the time of bid opening.</li> </ul> <p>Locally registered bidders in Sudan will receive their payment inside Sudan as per Sudan Central Bank policy.</p>
11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Sidig Mohamed  Address: UNDP Compound, House No. 7, Block No. 5  Gama'a Avenue, Khartoum  E-mail address: <a href="mailto:sidig.mohamed@undp.org">sidig.mohamed@undp.org</a> and copy <a href="mailto:ei.cho.nyunt@undp.org">ei.cho.nyunt@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posting on the e-Tendering Website
14	23	Deadline for Submission	As indicated in e-Tendering system. Please note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> e-Tendering portal only
15	22	Bid Submission Address	<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  SDN10- Event ID number: <b>SDN10-0000008776</b>
16	22	Electronic submission (e-Tendering) requirements	<ul style="list-style-type: none"> <li>Format: PDF files (Preferred)</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> </ul> <p>If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 50MB.</p>
17	25	Date, time and venue for the opening of bid	Bidders will receive an automatic notification from the e-Tendering Portal, once their Bids are opened.
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid.
19		Expected date for commencement of Contract	<i>June 1, 2021</i>
20		Maximum expected duration of contract	The initial LTA will be issued for one year and with the option for renewal up to a maximum period of three years depending on

			supplier's satisfactory performance and UNDP's requirement at the discretion of UNDP.
21	35	UNDP will award the contract to:	Only one Bidder
22	39	Type of Contract	Long Terms Agreement <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
23	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
24		Other Information Related to the ITB	If JV is opted, in accordance with Section 6 of this ITB, legally registered certificate between JV partners must be submitted at the time of bid submission or indicate that the certificate will be submitted before LTA/PO is signed. LTA/PO will be signed only upon availability of such certificate.



## 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 (90 days)

## 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 ELIGIBILITY	Criteria	Document Submission requirement
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
<b>Bankruptcy</b>	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
<b>Certificates and Licenses</b>	Certificate of Registration of the business; including Articles of Incorporation, or equivalent document if Bidder is not a corporation.	Form B: Bidder Information Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 2 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 2 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 2 years of relevant experience in the field of cleaning Services.	Form D: Qualification Form
	Minimum 2 POs / contracts of similar service (Cleaning Services) implemented over the last 2 years. value not less than USD 5,000. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
<b>Financial Standing</b>	Minimum annual turnover of <b>US\$ 30,000</b> in any single year for the last 2 years (2019-2020). The bidders having completed certified audited financial statement for 2020 can also submit the report which will be	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

	considered for evaluation. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

### Detailed Technical and Financial Evaluation

TECHNICAL EVALUATION		
<b>Technical Evaluation</b>	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
FINANCIAL EVALUATION		
<b>Financial Evaluation</b>	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Comparison with budget/internal estimates.	Form F: Price Schedule Form
	Any missed item unit price by the bidder, for the evaluation purposes, will be priced at the highest offer received.  If the contract is awarded to a bidder missing unit price; unit rate shall be determined based on most economical unit rate in line with market rates upon signature of contract.	

**Background:**

The United Nations Development Programme (UNDP) in Sudan wishes to engage interested companies/firms for the Provision Daily Cleaning Services. UNDP intends to sign a Long-Term Agreement (LTA) from which contracts will be issued between one or more successful bidder (s) and the UNDP as call-offs.

Basically, the services relate to daily cleaning of the office premises covering the following current office premises, but not limited to. The service may be extended to the requirement of UNDP as well as the other UN Agencies subject to the agreement of UNDP.

<b>UNDP Country Office Compound in Khartoum, Gama'a Street, Khartoum, Sudan</b>	
Office Space (building interior)	3,501
Bathroom / Toilets (Qty. in numbers)	30
Open Space in Premises	2,928
<b>UNDP DDR Office in Riyadh Al Mashtal Street, Khartoum, Sudan</b>	
Office Space (building interior)	292
Bathroom / Toilets (Qty. in numbers)	5
Open Space in Premises	200
<b>UNDP DDR Office in Damazine</b>	
Office Space (building interior)	764
Bathroom / Toilets (Qty. in numbers)	3
Open Space in Premises	581
<b>UNDP DDR Office in Kosti</b>	
Office Space (building interior)	117
Bathroom / Toilets (Qty. in numbers)	4
Open Space in Premises	438
<b>UNDP DDR Office in Kadugli</b>	
Office Space (building interior)	100
Bathroom / Toilets (Qty. in numbers)	4
Open Space in Premises	95
<b>UNITAMS - United Nations Integrated Transition Assistance Mission in Sudan in Manshya, Khartoum, Sudan</b>	
Office Space (building interior)	1491
Bathroom / Toilets (Qty. in numbers)	28
Open Space in Premises	562.25

Please see **section L below** for approximate office space, and LTA duration.

**B. Objective:**

The overall objective of having the provision of daily cleaning services is to keep the UNDP Office premises are neat and clean all times.

The specific objectives are: a) Maintain the staff offices clean and tidy conditions to that of the standard expected by the United Nations; b) Keep the condition of toilets, washrooms neat and clean, tidy and hygienic and free from foul smells; c) Maintain the window and door glasses and Building terraces free from dust or stains; d) Keep the exterior of the premises, including nook and corners, free from dust, mud, rubbish, dead leaves, plastics or any other kind of material that constitutes to be garbage material.

**A. Scope of Works:**

The tasks mainly relate to providing UNDP with professional daily cleaning services, supplying the cleaning staff, material and toiletries and disposal of garbage out of compound.

Within the designated UNDP Premises, the company is mainly required to clean, interior of the buildings and exterior of premises including the roofs top terraces. In the Country Office compound, additionally, the company is also required to clean UN Dispensary, the Reception at main entrance area, multipurpose room, and UN Conference Room. The detailed tasks are outlined below:

### **C.1. Cleaning of Office Space and Conference Rooms:**

C.1.1 Conduct Daily Cleaning between Saturday to Thursday 06:00 - 08:00 hours, and, 15:30 – 17:30 Hrs. by availing main cleaning crews for the day long cleaning.

C.1.2 Cleaning of all office spaces and stair cases having floor-tiles with floor moping techniques, removing dirt, dust and stains from the floor, dusting of walls; cleaning and polishing of doors, windows glass panes, and frames; emptying of dust-bin bags; and removal of garbage bags from each individual offices;

C.1.3 Clean the floor carpets located in the Conference Rooms with vacuum cleaners, clean the Conference room furniture, equipment, exterior of air-conditioners, light fittings on daily basis in close consultation with IT Unit and Office Electrician.

C.1.4 Vacuum clean furniture upholstery in each floor; and conference Room.

C.1.5 mopping of all non-carpeted corridors and floor tiles with appropriate detergents on daily basis or as and when required.

### **C.2. Cleaning of Bathroom/Toilet:**

C.2.1 Provide dedicated staff with hands on experience in cleaning the toilets floors as well as all plumbing accessories installed in the toilet and washroom as defined in the Key Performance Indicator (see section I of ToR);

C.2.2 Check and refill (as required) liquid soap, air-freshener, paper-towel, tissue-papers, and hand-sanitizer.

C.2.3 Clean the exhaust fans and electrical appliances, light fittings etc. in the toilets in coordination with office Electrician.

C.2.4 Clean mirrors with appropriate cleaning material.

### **C.3 Office Equipment, Furniture, Fixtures, and Sundry:**

C.3.1 Clean all office furniture and fixtures on daily basis.

C.3.2. Clean exterior of air-conditioners without touching the interior.

C.3.3 Clean Indoor Plants, plant-pots at least twice a week

### **C.4 Reception Area:**

C.4.1 Clean the Reception Desk, floors, glass Doors, handles throughout the workdays.

C.4.2 Clean the UN Logo, Paintings and other Display material, Indoor Plants with appropriate cleaning material on daily basis.

C.4.3 Clean daily the Water Fountain located in Reception Area and inform the Receptionist if specific care is needed e.g. fountains not working, replacement of fresh water, maintenance of pump, lights etc.

### **C.5. Exterior of the Building, Open Air Space, and Boundary Walls**

C.5.1 Broom Clean the dust and leaves from car parking Areas (within UNDP Main office), walking corridors, paved /tarmacked areas within premises, areas between the Buildings and Wall or between the two Buildings on daily basis.

C.5.2 Remove the muds or other stains from the paved / tarmacked areas using water or other material as appropriate.

C.5.3 Broom Clean the entry and Exit Areas of Main Entrances located in each Premises, and Security Check Areas, if needed spray the water to calm the dust.

C.5.4. Remove and clean dust, paper, plastic or leaves etc. from all around of the UNDP offices including all roofs such as the Parking Sheds in the UNDP Main Office located in Gama'a Avenue.

### **C.6. UN Dispensary:**

Only UNDP Country office located in Gama'a Avenue houses the UN Dispensary, it has a separate block and consists of a Clinic, Laboratory, Sickbays, and Washrooms/toilets.

C.6.1 Clean the interior of Dispensary Block with appropriate cleaning material in consultation with UN Physician or UN Nurse on a daily basis.

C.6.2 Clean daily the Sick Bay area, Laboratory Area with the cleaning material in consultation with UN Physician or UN Nurse.

C.6.3 Clean Laboratory Apparatus as when asked by the Dispensary Lab Technician, Nurse or Physician.

**C.7 Upon completion of daily cleaning task:**

- Check all doors and windows and close them
- Leave on only designated lights on
- Ensure that collected garbage bags are removed from the premises.

**C.8 On a weekly basis, conducts the cleaning consisting of the following tasks:**

- Cleaning of the entire compound from inside and outside
- Cleaning of shelves and portraits
- Cleaning of roofs top terrace
- Checking drainage systems and flush out the blockages
- Cleaning of storage rooms
- Clean windows blinds
- Shampooing, washing, take out tough spots and stubborn stains, remove oily, sticky soil from the floor tiles and carpet fibers bottom and drying of carpets and rugs (Every quarter if any).

**B. Tentative Cleaning supplies list (but not limited to these items only)**

The contractor is required to supply and replenish all the cleaning material, as listed below but not limited to, that are necessary for professional cleaning of all the items under the scope of this ToR. Further, it is necessary that the cost of the cleaning supplies (despite it's been calculated and added to square meter cost) must be quoted in the Financial offer of the Bid with details such as item description, monthly quantity, brand name, and total cost of the monthly supplies (not part of financial evaluation).

No.	Description
1	Liquid soap for floor
2	Liquid soap for hand wash
3	Hand sanitizer gel
4	Toilet paper
5	Napkin paper for drying hands
6	Disinfectant for cleaning of the washrooms
7	Bleach for cleaning of floors
8	Furniture cleaning spray
9	Window/glass cleaning liquid
10	Air fresheners
11	Brooms
12	Floor mops and handles
13	Floor water wiper
14	Buckets
15	Cleaning Detergents
16	Cleaning towels
17	Garbage bags (different sizes)

For the quality assurance of the cleaning material, Contractor must supply the materials produced by the manufacturers, who strictly apply internationally accepted Quality Control Mechanism (QCM) and Quality Standards in producing the material, materials of sub-standard quality will not be accepted by UNDP for the health and hygiene reasons.

UNDP may request technically qualified offerors to provide samples of offered cleaning materials as offered in cleaning materials list above. The accepted quality must be maintained all through the duration of the LTA. Any deviation of standard quality must be approved by UNDP.

UNDP highly encourages the contractor to procure items from the suppliers/manufactures that produce environmentally friendly items or employ the green techniques in producing the materials.

**C. Output /Deliverables:**

Key Milestones	Frequency/Applicability (Saturday to Thursday)	Clearance Required	Documents Required
1. Office Spaces, office equipment and appliances, furniture and fixtures as explained in scope of works are professionally cleaned	On Daily Basis  All UNDP Premises that are Contracted	OSS or Designated Official	Monthly Time Sheet of Cleaners worked

Key Milestones	Frequency/Applicability (Saturday to Thursday)	Clearance Required	Documents Required
2. Conference Room, conference equipment, conference furniture, carpet as explained in the scope of works professionally cleaned	On Daily Basis  UNDP Main Office Only	IT and OSS	Monthly Time Sheet of Cleaners Worked
3. UN Dispensary, including medical equipment, appliances and laboratories utensils professionally cleaned	On Daily Basis  UN Dispensary Block Only	UN Physician/UN Nurse	Monthly Time Sheet of Cleaners Worked
4. All exterior of the Building Premises as explained in the scope of works cleaned as stated in the scope of the works	On Daily Basis  All UNDP Premises that are Contracted	OSS or Designated Official	Monthly Time Sheet of Cleaners Worked
5. All Building Premises Roofs as explained in the scope of works cleaned as stated in the scope of the works	On Monthly Basis  All UNDP Premises that are Contracted	OSS or Designated Official	Monthly Time Sheet of Cleaners Worked
6. All toilets, including plumbing fittings and fixtures as explained in the Scope of the Works professionally cleaned	On Daily Basis  All UNDP Premises that are Contracted	OSS or Designated Official	Monthly Time Sheet of Cleaners Worked

**D. Duration of the Contract:**

From the Long-Term Agreement (LTA), the initial contract will be signed for a period of 1 year, which will be professional Services Contract. Depending on the quality standard of cleaning and satisfactory performance of the company and its cleaning staff, contract may be extended for further period of additional 2 years.

**E. Selection Criteria of the Company:**

UNDP evaluates the bids based on the evaluation criteria mentioned in the Bid Data Sheet, Serial Number 32 of the ITB, of which the TOR is a part. The offers will be evaluated using the lowest financial offer of technically qualified

Qualification of Cleaning Supervisor and Crews:

Designation	Qualification	Experience
Cleaning Supervisor	Minimum high school certificate.  Should be able to communicate well in English both written and spoken. Trained or knowledgeable about various cleaning jobs.	At least 3 years of hands-on experience as Supervisor of cleaning crew.
Cleaners	Basic training in office cleaning techniques and knowledgeable about cleaning material, cleaning methods and office equipment.	At least 3 years of experience as an office cleaner

**Award Criteria:**

The contract will be awarded to the Offeror (s) whose proposal is technically responsive and offers the lowest financial proposal.

**F. Performance Monitoring and Quality Control:**

UNDP Premises Management Focal Point will constantly monitor the quality and timeliness of the cleaning services and provides oral or written feedback or instruction to Supervisor of the cleaning company for the immediate implementation. At the end of the Day, the Cleaning supervisor must submit the "Daily Cleaning Schedule" one each for Office Space, Corridors and Staircases; Conference Room; UN Dispensary; and Exterior of the Building signed off

both by the designated cleaners and the Cleaning Supervisor. Likewise, it is required that the Cleaning Supervisor must submit the "Weekly Cleaning Schedule" clearly demonstrating the areas or items cleaned in an interval of week, signed off both by the designated cleaners and the cleaning Supervisor.

UNDP will arrange performance review meetings, at least once in three months or as required, with Contractors representatives from its Head Office in which Cleaning Supervisor is also required to be present. The objective of the meeting is to discuss the feedback received from all the clients on the quality standard and timeliness in cleaning services provided by the company as well as overall contract management issues, including competencies of the cleaning crews and supervisor. Depending on the feedback, the company must prepare measures to improve the service standards.

**G. Key Performance Indicators (KPI):**

Performance Indicators	Excellent	Satisfactory	Unsatisfactory	Minimum Acceptable Standard
<b>DURING LTA VALIDITY:</b>				
Vendors Performance	Vendor is readily available for discussions at all times and is able to fulfill the conditions of LTAs smoothly	Vendor is normally available for discussions and most of the times is able to fulfill the conditions of LTA smoothly	Vendor is normally unavailable for discussions and most of the times unable to fulfill the conditions of LTAs	Satisfactory
<b>DURING CONTRACT IMPLEMENTATION:</b>				
Cleaning Standards	Professional cleaning standard observed at all times consistently, no issues or feedback needed to rectify during the month	Cleaning standard observed most of the times were good, few issues or feedback needed to rectify and were timely rectified during the month	Cleanliness observed most of the times were not up to the standard, many issues or feedback needed, the issues were not timely implemented	Satisfactory
Availability of Cleaning Crews	Cleaning Supervisor and Cleaners always available on time and in appropriate number, no complaints about lack of staff during the month	Cleaning Supervisor and Cleaners available most of the times in appropriate number except for few instances, presence improved immediately upon feedback	There is an erratic presence of either cleaners or cleaning supervisor, many delays in improving the staff presence feedback by UNDP during the month	Satisfactory
Skills of the Cleaning Crews	Professional cleaning skills applied at all times, including use of right cleaning material, cleaning tools and cleaning techniques, with no complaints by any clients during the month	Professional cleaning skills applied most of the times, with an exception to one or two instances but training was immediately provided to the cleaners needing refresher course during the month	Professional cleaning skills applied only sometimes, many complaints from the Clients on either use of wrong cleaning material or technique or poor quality services during the month	Satisfactory
Competencies of the Cleaning Crews	Entire cleaning crew is polite, approachable and responds quickly to the feedback provided at all times, without any complaints during the month	Cleaning crew is polite, approachable and responds quickly most of the times, only few complaints during the month	Most of the times, cleaning crew is impolite, difficult to approach and late in responding to the requests made during the month	Satisfactory
Cleaning Uniform and Impression	During working hours, dressed in neat and tidy cleaning uniform, equipped with cleaning tools in a presentable manner, no staff incidents of out-dress or	Only few incidents of few staff not wearing the neat and tidy uniform or not equipped with cleaning tools in a presentable manner but was corrected immediately	Only few incidents of staff wearing neat and clean uniform or equipped with cleaning tools in a presentable manner, no corrected timely even upon	Satisfactory

	unavailability of tools reported during the month	upon feedback during the month	feedback during the month	
Supply of toiletries and Cleaning material	No incidents of lack of paper-towel, liquid hand-wash and toilet paper in the washrooms/toilets, no complaints by crews of lack of other cleaning material or their quality	Only a couple of incidents of lack of paper-towel, or liquid soap or toilet paper in the washroom/toilet, but immediately replenished upon feedback during the month	A number of complaints received from users of lack of paper-towel, liquid soap or toilet paper, delays in replenishment of supplies despite feedback during the month	Satisfactory
Repetition of unsatisfactory performance for more than 3 times a month despite feedback during the contract management meeting may lead to LTA/Contract termination.				

The LTA may be terminated as a part of liquidated damage, under following circumstances:

- a) Unavailability of service: Continuous unavailability of services for more than 3 times.
- b) Poor Service Level: Lack of improving service level for the cleaning services.

#### **H. UNDP's and Contractor's Responsibility:**

UNDP's Responsibilities: For the purpose of physical site visit by bidder's representative during the bidding period, designated UNDP official will conduct a guided tour of UNDP's premises to enable them to understand the scale of the task. The bidders are required to communicate to UNDP their date and time of the visit by location, based on which UNDP will arrange the accompanied tour. Once Contractor is selected and contract signed, UNDP will make an arrangement for smooth access of the contractor's cleaning crews to the building premises as well as to the designated cleaning areas. To this end, UNDP will provide ID cards to contractors cleaning crews for each specific location.

Contractors Responsibilities: All bidders are encouraged to inspect the building premises as far as possible for them to accurately understand the scope of the works and prepare the proposals more realistically during the stage of bidding for which they are required to inform UNDP in writing stating number of people of the inspection team, and date and time of arrival in the premises. Once contract signed, the contractor is required to provide the citizenship and CVs of all cleaning crews proposed to each premise.

#### **I. Workers' Welfare:**

The cleaning contracts for the provision daily cleaning services to UNDP main compound and other locations must include a contractual obligation on contractors requiring them to provide safe and fair work practices for their employees (who are engaged in duties directly in connection with performance of the contract);

The employees shall have the right to receive any medical care that is urgently required for the preservation of their life or the avoidance of irreparable harm to their health or any emergency medical care required. In this respect, the employer shall make provision of insurance of the staff who will be engaged in duty for the cleaning services.

Wages and Overtime to the cleaning staff shall be paid on monthly basis. Payment shall be made to the employees no later than 30th or 31st of each month.

The contractor must pay minimum net monthly remuneration (take home) for cleaners and supervisor will be in Sudanese Pound (SDG) equivalent to USD 80 and USD 100 respectively at the prevailing bank rate at the time of payment, 3% as a fix annual increase to workers take home salaries for the following two years.

The contractor shall submit the wages payment sheet/record to UNDP in every month upon payment of the wages to the cleaning staff. The contractor shall pay the full amount of wages and benefits to the cleaning staff that will be stated in the bid documents.

**In the Financial Proposal, the bidder is required to provide breakdown of salary structure as below:**

Breakdown of Salary (please indicate all that applies) (a)						Deductions (b)		a-b
Basic Salary	Allowances	Transport Allowances	Bonus	Social Insurance	Medical Insurance	Provident fund	Others	Net Take Home Salary

In order to correctly complete the above table diligent consideration must be given to below cost factors. Bidders must adhere to labor law and meet at least, the minimum salary scale requirements.

Employee salary components:	Employee deductions:	Employer contribution:
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• Basic salary	Social insurance	Social insurance
• Cost of living allowances	Medical insurance	Medical insurance
• Transport allowances	Provident fund	After service benefits
• Overtime and bonus	Others (as required by labor law of Sudan)	Others (as required by labor law of Sudan)
• Replacement cost (annual leave, sick leave, maternity leave, etc.)		
• Uniforms and other entitlements		

#### **Cleaning Crews and Supplies:**

1. Cleaning crews, including supervisors, as well as equipment and materials including, but not limited to, garbage bags are to be provided by the contractor. The contractor will ensure that all staff whose CVs were proposed in the bidding document shall be deployed as cleaning crews to the UNDP Premises. Where it is not possible to do so, the contractor must propose the CVs of equivalent or higher credential and change the crew only upon UNDP's approval of the replacement CV by authorized representative of UNDP.
2. In case UNDP requires additional cleaning crews, the contractor is required to provide trained crews upon request for which UNDP will give them at least 7 working days of advance notice.
3. While in the duty within the UNDP Premises, cleaning crews must be dressed in the appropriate Uniform with name/identification badges of the contractor's company, failing which UNDP may prevent the cleaner to enter the UNDP Premises.
4. Contractor must supply the materials produced by the manufacturers, who strictly apply internationally accepted Quality Control Mechanism (QCM) and Quality Standards in producing the material, materials of sub-standard quality will not be accepted by UNDP for the health and hygiene reasons. In case of discrepancies, UNDP reserves the right to reject the proposed quantity of cleaning material and replace those with better ones.
5. Female staff requirement (at least 30% of the total employees).

**J. LTA Coverage Areas- UNDP Offices**

Area. No.	Regions	State
1	Khartoum	1. Khartoum
2	Eastern States	2. Kassala
		3. Gedarif
		4. Red Sea
3	Kordofan	5. West Kordofan
		6. South Kordofan
		7. North Kordofan
4	Sennar and Blue Nile	8. Sennar
		9. Blue Nile State
5	Darfur States	10. North Darfur
		11. South Darfur
		12. East Darfur
		13. West Darfur
		14. Central Darfur
6	Rest of Sudan	15. Northern State
		16. River Nile,
		17. White Nile,
		18. Aljazeera,

**Important Notes:** For each call-offs, Professional Services Contract will be issued to the winning bidder with whom UNDP signs the LTA on completion of the solicitation process and it is this Contract which will determine the actual duration of Contract, its Value and General Terms and Conditions etc.

The resulting LTA will be Country Specific one, applicable within Sudan. The LTA will be awarded to one/ or multiple Vendors.

**K. LTA Duration**

**Three years – initial one year with the additional two years upon satisfactory performance of services**

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

**Technical Bid:**

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Bid Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form D.1 Technical Compliance Sheet	<input type="checkbox"/>
▪ Form E: Format of Technical Bid/Bill of Quantities	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

**Financial Bid:**

▪ Form F: Price Schedule Form	<input type="checkbox"/>
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## F. FORM A: BID SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis.</b> ITB No.: ITB/21/014		

We, the undersigned, offer to supply the goods and related services required for **ITB Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis** in accordance with your Invitation to Bid No. **ITB/21/014** and our Bid. We hereby submit our Technical Bid.

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]*

## G. FORM B: BIDDER INFORMATION FORM

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues</b>	[Complete]
<b>Is your company a member of the UN Global Compact</b>	[Complete]
<b>Contact person that UNDP may contact for requests for clarifications during Bid evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, including printed brochures and product catalogues relevant to the goods and/or services being procured.</li> <li>▪ Certificate of Incorporation/ Business Registration.</li> <li>▪ Previous Experience: Documentary evidence of a minimum of 2 purchase orders / contracts awarded and served within the past 2 years; At least 2 Reference letters by previous clients in the last 2 years.</li> </ul>

- Audited Financial Report for the past 2years.
- Form A: Bid Submission Form.
- Form B: Bidder Information Form.
- Form C: Joint Venture/ Consortium/ Association Information Form, if Applicable.
- Form D: Eligibility and Qualification Form.
- Form E: Format of Technical Bid;

## H. FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis.</b> ITB No.: ITB/21/014		

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 (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture      **OR**      ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## I. FORM D: ELIGIBILITY AND QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis.</b> ITB No.: ITB/21/014		

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 2 years			
<input type="checkbox"/> Contract(s) not performed in the last 2 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 2 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 2 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 requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken
Year	Name of Client Served	PO Value (cumulative amount over the year)	Duration (day or Week)	Type of service provided (Conference Facility, hotel accommodation, room rental etc.)



Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

**Financial Standing:**

<b>Annual Turnover for the last 2 years</b>	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

<b>Financial information</b> (in US\$ equivalent)	<b>Historic information for the last 2 years</b>		
	Year 1	Year 2	
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☒ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) 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.

## J. FORM E: FORMAT OF TECHNICAL BID

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis.</b> ITB No.: ITB/21/014		

Bidder to complete below Technical Compliance Sheet for **each Area** applying for if details are different, otherwise, one table will be enough.

#	Requirement	Response (Yes / No) or attached
1.	Provision of service in all 6 areas indicated the attached Terms of Reference (ToR)	
2.	Provision of cleaning materials in line with the required quality <b>(if yes, please offer the brand of the proposed items in the table below)</b>	
3.	Qualification of Cleaning Supervisor (7 supervisors) <ul style="list-style-type: none"> <li>At least 3 years of hands-on experience as Supervisor of cleaning crew.</li> <li>Minimum high school certificate.</li> <li>Should be able to communicate well in English both written and spoken. Trained or knowledgeable about various cleaning jobs.</li> </ul> <b>(Please provide the CVs of proposed 7 supervisors using the CV form below)</b>	
4.	Qualification of Cleaner (30 cleaners) <ul style="list-style-type: none"> <li>At least 3 years of experience as an office cleaner</li> <li>Basic training in office cleaning techniques and knowledgeable about cleaning material, cleaning methods and office equipment.</li> </ul> <b>(Please provide a detailed list of proposed 30 cleaners)</b>	
5.	Full compliance of Bid to the Technical Requirements stated in the ToR	
6.	Acceptance of UNDP Contract General Terms and Conditions	

### List of cleaning materials (min.)

No .	Description	Recommended quality	Bidder's proposed brand
1	Liquid soap for floor	Equivalent to Dettol	
2	Liquid soap for hand wash	Equivalent to Dettol or Lifeboy	
3	Hand sanitizer gel	Equivalent to Actoderm	
4	Toilet paper	Equivalent to Fine	
5	Napkin paper for drying hands	Hard -Good quality	
6	Disinfectant for cleaning of the washrooms	Equivalent to Dettol	
7	Bleach for cleaning of floors	Equivalent to Colorex	
8	Furniture cleaning spray	Pledge or equivalent	
9	Window/glass cleaning liquid	Pledge or equivalent	
10	Air fresheners	London Elegna air freshener or equivalent	
11	Brooms	Good quality product	
12	Floor mops and handles	Good quality product	
13	Floor water wiper	Good quality product	
14	Buckets	Good quality product	
15	Cleaning Detergents	Good quality product	

No	Description	Recommended quality	Bidder's proposed brand
16	Cleaning towels	Good quality product	
17	Garbage bags (different sizes)	Good quality product	

**Proposed Supervisor and Cleaners (7 supervisors)**

Please use the following CV form for each personnel in the submission.

<b>Name</b>	
<b>Marital status (single/married/divorced)</b>	
<b>Gender (male/female)</b>	
<b>Date of Birth</b>	
<b>Place of Birth</b>	
<b>Address</b>	
<b>Contact telephone number</b>	
<b>Education</b>	
<b>Work experience</b>	
<b>Training</b>	

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

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

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

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

**K. FORM F: PRICE SCHEDULE FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>Provision of Daily Cleaning Services on Long Term Agreement (LTA) Basis.</b> ITB No.: ITB/21/014		

**Currency of the Bid:** [Insert Currency]**Price Schedule**

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must provide 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.

The price of the LTA shall be valid for one year from the date of signing of the LTA. In the event the LTA is extended beyond initial 2 year, the prices may be subject to revision and agreement by UNDP. The revision will have its basis from the prevailing market price analysis.

If prices are quoted in US Dollars, they must remain valid for at least one year, failing which the Financial Proposal renders invalid and it will not be considered and compared.

**Unit rate must be all inclusive lump sum (including materials, labors, and overhead/Management cost).**

**Area-1: Khartoum Region (Khartoum State)**

Cost Components (Please fill up for each Area)	Unit Rate (Per Square Meter)
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

**Area-2: Eastern Regions (Kassala, Gedarif and Red Sea)**

Cost Components (Please fill up for each Area)	Unit Rate (Per Square Meter)
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

**Area-3: Kordofan Region (West Kordofan, South Kordofan and North Kordofan)**

Cost Components (Please fill up for each Area)	Unit Rate (Per Square Meter)
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

**Area-4: Sennar and Blue Nile Regions (Sennar and Bule Nile State)**

Cost Components (Please fill up for each Area)	Unit Rate (Per Square Meter)
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

**Area-5: Darfur States (North Darfur, South Darfur, West Darfur and Central Darfur)**

<b>Cost Components</b> <i>(Please fill up for each Area)</i>	<b>Unit Rate (Per Square Meter)</b>
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

**Area-6: Rest of Sudan (Northern, River Nile, White Nile and AL Jaziera)**

<b>Cost Components</b> <i>(Please fill up for each Area)</i>	<b>Unit Rate (Per Square Meter)</b>
Office Space (building interior)	
Bathroom / Toilets (Qty. in numbers)	
Open Space in Premises	

Bidder needs to provide the following costs breakdown; however, these costs will not be considered in the evaluation.

**1. Material Cost**

<b>No.</b>	<b>Description</b>	<b>Offered Brand/Packing Size</b>	<b>Unit Price</b>
1	Liquid soap for floor		
2	Liquid soap for hand wash		
3	Hand sanitizer gel		
4	Toilet paper		
5	Napkin paper for drying hands		
6	Disinfectant for cleaning of the washrooms		
7	Bleach for cleaning of floors		
8	Furniture cleaning spray		
9	Window/glass cleaning liquid		
10	Air fresheners		
11	Brooms		
12	Floor mops and handles		
13	Floor water wiper		
14	Buckets		
15	Cleaning Detergents		
16	Cleaning towels		
17	Garbage bags (different sizes)		

**2. Labor cost**

	<b>Breakdown of Salary (please indicate all that applies) (a)</b>						<b>Deductions (b)</b>		<b>a-b</b>
	<b>Basic Salary</b>	<b>Allowances</b>	<b>Transport Allowances</b>	<b>Bonus</b>	<b>Social Insurance</b>	<b>Medical Insurance</b>	<b>Provident fund</b>	<b>Others</b>	<b>Net Take Home Salary</b>
Cleaning Supervisor									
Cleaner									

In order to correctly complete the above table diligent consideration must be given to below cost factors. Bidders must adhere to labor law and meet at least, the minimum salary scale requirements.

Employee salary components:	Employee deductions:	Employer contribution:
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• Basic salary	Social insurance	Social insurance
• Cost of living allowances	Medical insurance	Medical insurance
• Transport allowances	Provident fund	After service benefits
• Overtime and bonus	Others (as required by labor law of Sudan)	Others (as required by labor law of Sudan)
• Replacement cost (annual leave, sick leave, maternity leave, etc.)		
• Uniforms and other entitlements		

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

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

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

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