



## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: 2021-012 Technical maintenance services of automatic regulating system of temperature, heat consumption accounting system, heating system, cold and hot water supply systems, sewerage systems and blow-through unit heaters П-1, П-2, П-3 – on Long Term Basis

Date: 31 March 2021

### SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: Ali Saeed

Name: Ali Saeed

Title: Head of Procurement Unit

Date: 31.03.2021

**SECTION 2: RFQ INSTRUCTIONS AND DATA**

<b>Introduction</b>	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the <a href="#">UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</a></p> <p>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 RFQ.</p> <p>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>
<b>Deadline for the Submission of Quotation</b>	<p>14 April 2021 till 18-00 Nur-Sultan city time</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
<b>Method of Submission</b>	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a></p> <p>Bid submission address: <a href="mailto:procurement.kz@undp.org">procurement.kz@undp.org</a></p> <ul style="list-style-type: none"> <li>▪ File Format: <b>PDF</b></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> <li>▪ Max. File Size per transmission: <b>25 mb</b></li> <li>▪ Mandatory subject of email: RFQ-2021-012 Technical maintenance services of automatic regulating system of temperature, heat consumption accounting system, heating system</li> <li>▪ Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y."</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>▪ The bidder should receive an email acknowledging email receipt.</li> </ul> <p><b>(Not Applicable) Only for RFQ announced through UNDP E-Tendering System:</b></p> <p>[For eTendering method, click the link <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and insert Event ID information]</p> <ul style="list-style-type: none"> <li>• Insert BU Code and Event ID number</li> </ul> <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></p>
<b>Cost of preparation of quotation</b>	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
<b>Supplier Code of Conduct,</b>	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labour, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>

<b>Fraud, Corruption,</b>	Moreover, 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 to 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_an_dinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</a>
<b>Gifts and Hospitality</b>	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, dinners or similar. In pursuance of this policy, UNDP: (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; (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.
<b>Conflict of Interest</b>	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall 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.</p> <p>Bidders must disclose in their Bid their knowledge of the following: 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 RFQ.</p> <p>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 RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>General Conditions of Contract</b>	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a></p> <p><input checked="" type="checkbox"/> <a href="#">General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</a></p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions for Works</a></p> <p>Applicable Terms and Conditions and other provisions are available at <a href="#">UNDP/How-we-buy</a></p>
<b>Special Conditions of Contract</b>	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 (thirty) calendar days.</p> <p><input type="checkbox"/> Others [pls. specify]</p>
<b>Eligibility</b>	<p>A vendor who will be engaged by UNDP may 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. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>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> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
<b>Currency of Quotation</b>	Quotations shall be quoted in <b>KZT</b>

<b>Joint Venture, Consortium or Association</b>	<p>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, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
<b>Only one Bid</b>	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>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 b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>b) they have the same legal representative for purposes of this RFQ; or</li> <li>c) 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 RFQ process;</li> <li>d) 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</li> <li>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
<b>Duties and taxes</b>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</li> <li><input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</li> </ul>
<b>Language of quotation</b>	<p>Russian or English</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
<b>Documents to be submitted</b>	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</li> <li><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1</li> <li><input checked="" type="checkbox"/> Registration certificate;</li> <li><input checked="" type="checkbox"/> Statement of satisfactory Performance/Recommendation Letters from previous clients, two Letters;</li> <li><input checked="" type="checkbox"/> Completed and signed CVs for the proposed key Personnel;</li> <li><input checked="" type="checkbox"/> Confirmation if Bidder is a VAT payer or not (provide VAT certificate);</li> <li><input checked="" type="checkbox"/> Certificate of absence of debt in the tax authorities;</li> <li><input checked="" type="checkbox"/> Free-form Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.</li> <li><input checked="" type="checkbox"/> Supporting documents for confirmation of 5 years experience in development, implementation and operation of automated heat management systems and in the operation of internal engineering communications of buildings in the administrative and residential sector as per "Qualification requirements 3-4" in Annex 1 (Contracts or act of acceptances and table/list of clients with contact details for similar services required by UNDP, description of contract objectives, duration)</li> <li><input checked="" type="checkbox"/> Supporting documents for personnel as per criteria of "Qualification requirements points 5-7" in Annex 1 (written confirmation about availability of personnel, quantity for each position, certificates, diplomas, work history book/employment certificate)</li> </ul>

	<input checked="" type="checkbox"/> Written confirmation of presence in Nur-Sultan with round-the-clock "hot lines" in the "24/7" mode for submitting applications, with information on address, contact phone number, email address <input checked="" type="checkbox"/> Written confirmation of transport availability for transporting equipment for diagnostics, repair or maintenance; <input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>
<b>Quotation validity period</b>	Quotations shall remain valid for 90 (ninety) calendar days from the deadline for the Submission of Quotation.
<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <a href="#">Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes</a>
<b>Alternative Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted If permitted, an alternative quote may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, <a href="#">Click or tap here to enter text.</a> reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote"
<b>Payment Terms</b>	<input checked="" type="checkbox"/> Payment is made monthly based on the act of performance of services within 30 (thirty) days from the date of receipt of the act in the UNDP. <input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>
<b>Conditions for Release of Payment</b>	<input type="checkbox"/> Passing Inspection, Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
<b>Contact Person for correspondence, notifications and clarifications</b>	E-mail address: <a href="mailto:Nurlan.tleubayev@undp.org">Nurlan.tleubayev@undp.org</a> ; <b>Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified.</b> <b>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.</b>
<b>Clarifications</b>	Requests for clarification from bidders will not be accepted any later than 3 days before the submission deadline. Responses to request for clarification will be communicated via email by 12 April 2021
<b>Evaluation method</b>	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a>
<b>Evaluation criteria</b>	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others <a href="#">Click or tap here to enter text.</a>
<b>Right not to accept any quotation</b>	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order

<b>Right to vary requirement at time of award</b>	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25% ) of the total offer, without any change in the unit price or other terms and conditions.
<b>Type of Contract to be awarded</b>	<input type="checkbox"/> Purchase Order or <a href="#">Contract Face Sheet</a> (Goods and-or Services) <input type="checkbox"/> <a href="#">Contract for Works</a> <input checked="" type="checkbox"/> Other Type/s of Contract [Long Term Agreement] UNDP will sign a Long Term Agreement initially for the period of 1 Year which may be extended for additional 2 years, based on satisfactory performance of service provider. There will be no price revision throughout the duration of LTA.
<b>Expected date for contract award.</b>	Click or tap to enter a date.
<b>Publication of Contract Award</b>	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
<b>Policies and procedures</b>	This RFQ is conducted in accordance with <a href="#">UNDP Programme and Operations Policies and Procedures</a>
<b>UNGM registration</b>	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a> . The Bidder may still submit a quotation 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.

## ANNEX 1: SCHEDULE OF REQUIREMENTS

### TERMS OF REFERENCE

<b>Name of the service:</b>	Technical maintenance services of system on automatic regulating of temperature, heat consumption accounting system, heating system, cold and hot water supply systems, sewerage systems and blow-through unit heaters П-1, П-2, П-3.
<b>Contract type:</b>	Contract for the provision of services in the UNDP format.
<b>Place of work:</b>	14, A. Mambetov str., Nur-Sultan, Kazakhstan
<b>Period:</b>	3 years (36 months) from the date of signing of the Contract. UNDP will sign a Long Term Agreement initially for the period of 1 Year which may be extended for additional 2 years, based on satisfactory performance of service provider. There will be no price revision throughout the duration of LTA.

#### 1. General information:

Within the framework of the budget of the project "Building Maintenance" for 2021, maintenance work is provided for the UN building in Nur-Sultan.

The budget for these works is laid down and available.

The result of the work will be the maintenance of the building's thermal systems.

**The goal** is to attract a contractor company and perform maintenance work:

- system on automatic regulating of temperature;
- heat consumption accounting system;
- heating system, cold and hot water supply systems, sewerage systems and blow-through unit heaters П-1, П-2, П-3.

#### 2. Main tasks:

- Technical services of system of automatic regulation of temperature;
- Technical services of heat consumption accounting system;
- Technical services of the heating system, cold and hot water supply systems, sewerage systems;
- Plumbing works (water supply, sewerage);
- Technical services of blow-through unit heaters П-1, П-2, П-3.

#### 3. Service requirements

##### 3.1 Technical services of system of automatic regulation of temperature (SART):

- regular SART examination (at least twice a month);
- checking the condition and operability of both the individual element (sensors, converters, actuators, valves, pumps, controllers, pulse and cable lines) and as part of the system;
- check the condition of low-current contact connections, clean them and restore them if necessary;
- remote monitoring, verifying software operation and management control controllers regulating Danfoss, using SCADA software system "ASKERDE ZAO ESKO 3E" in the on-line mode (not less than once in five days);
- remote dispatching control of the parameters of the operation of heat-consuming circuits for the needs of heating, ventilation and hot water (at least once a week);
- checking the operability of the ASRT elements;
- checking the correct execution of the specified heat consumption mode;
- elimination of identified malfunctions (which do not require expensive repairs and / or replacement of SART components);
- visit to the site for troubleshooting and / or changing the heat supply modes on a call from UNDP;
- analysis of thermal parameters of heat systems, with the aim of tuning control systems at the most economical and comfortable mode of heat;
- control, verification and adjustment (if necessary) of the program settings of the control controllers both remotely and on site in order to ensure the correct management of heat consumption modes;
- troubleshooting problems that do not require expensive repairs and / or replacement;
- remote monitoring and management of the operation and archives of the VKT-7-04 heat meter and the ASRT system based on Danfoss control equipment, using the SCADA software of the ASKURDE system of ESCO 3E CJSC, implemented at the Facility in on-line mode (at least once every five days);

- ensure the operability of the communication channel systems served by the C & C server and a database storing data in JSC "Astana-Teplotransit»;
- ensuring the transfer of archived data on heat energy consumption to the server of JSC "Astana-Teplotransit" and the sales department with access to the current instantaneous readings of the heat meter by the "Teplosbor" system;

### **3.2 Technical services of heat consumption accounting system (CAS):**

- regular (at least twice a month) inspection of the heat metering system;
- remote dispatching control of temperature and flow parameters of the coolant (at least once a week);
- elimination of identified malfunctions (which do not require expensive repairs and / or replacement of STU components);
- view and analyze heat consumption parameters;
- ensuring the operability of the communication channel of the serviced system with the management server and the data storage database in Astana-Teplotransit JSC, restoring (if necessary) its operability;
- ensuring the transfer of archived data on heat energy consumption to the server of JSC "Astana-Teplotransit" and the sales department with access to the current instantaneous readings of the heat meter by the "Teplosbor" system;
- visit to the site for troubleshooting on a call from UNDP;
- dismantling of STU elements subject to metrological verification with the installation of simulators or plugs in their regular place;
- installation of devices (in case of their replacement or verification) in the heat metering unit;
- submission of the STU for commercial registration to the responsible representative of the "Energy Supply organization" before the start of the heating season.

### **3.3 Technical services of the heating system, cold and hot water supply systems, sewerage systems:**

Maintenance of the heat input unit:

- visual monitoring of the condition and operability of the equipment and pipelines of the heating system with monitoring of the condition of the threaded connections (at least twice a month);
- monitoring of the temperature and hydraulic parameters of the heat consumption circuits for their compliance with the specified modes (at least once a week);
- adjustment (adjustment) of the temperature modes of operation of the heat-consuming circuits of the system (if necessary);
- control and adjustment (if necessary) of the system of recharge and compensation of temperature extensions of the heat consumption circuits;
- seasonal (spring-autumn) adjustment of program settings of control controllers;
- maintenance of the step-up pumping station of water supply with control of sufficiency of its pressure characteristic (at least once a month);
- maintenance of the fire extinguishing pumping station with monitoring of its operability;
- replacement (if necessary) of the sealing gaskets of the flanged connections;
- elimination of malfunctions and defects that do not require replacement of system elements;
- Unscheduled site visit for troubleshooting at the request of UNDP;
- participation in the development of measures to improve energy efficiency and reliability of the heat consumption system;
- start-up and shutdown of the heating system (autumn, spring, emergency, regime);
- preservation of the heating system (end of the heating period), monitoring the state of the system during the preservation period 1 time per decade;
- elimination of minor malfunctions in the heating system (fixing straggling sections of thermal insulation, the cover layer, eliminating leaks, including in threaded connections without replacing them, installing bandages on pipes);
- clean the mesh filters, shut-off and control valves from the scum and mineral deposits.

### **3.4 Plumbing works (water supply, sewerage):**

- cleaning of sewer risers, including discharge to the sewer collector (if necessary);
- replacement of valves, gaskets, counterpipes, bends, threads, floats, valves, flexible liners, taps when they are found to be worn out (without the cost of materials and products);
- adjustment of the flush tanks in the san.nodes;
- elimination of leaks and wetness on threaded connections;
- elimination of subsidence of sewer pipelines and outlets;
- production of preventive maintenance of sewer risers and filling;
- formation of an exchange fund of materials for the elimination of emergency situations.



**3.5 Technical services of blow-through unit heaters П-1, П-2, П-3:**

- monitoring the performance of equipment and elements of automatic control of heat consumption;
- diagnostics of the electronic equipment of the control panel for the presence of electromechanical problems;
- adjustment (if necessary) of the program settings of the control controllers in order to correctly maintain the temperature and flow (through the supply air) modes of operation of the supply units;
- inspection to determine the accuracy of the instrumentation and control system measurement;
- checking the pumping equipment for mechanical problems;
- monitoring of the operability of the electric motors of the fans of the supply units and their drives;
- monitoring the operability of louver grilles and their actuators;
- monitoring of the efficiency of the speed converters of the electric motors of the fans of the supply units;
- monitoring the condition of the air filters for clogging with dust deposits, cleaning them (if necessary) or replacing them (without the cost of filters);
- elimination of identified malfunctions (which do not require expensive repairs and / or replacement of component materials, parts and equipment).

**4. Results and deadlines:**

The results of the work done should be submitted to UNDP within the established time frame in accordance with the content of the work.

№	Expected results	Time of performance	Accountability and coordination of work
1	Technical services of SART	Monthly	CP Manager
2	Technical services of CAS	Monthly	CP Manager
3	Technical services of the heating system, cold and hot water supply systems, sewerage systems	Monthly	CP Manager
4	Plumbing works (water supply, sewerage)	Monthly	CP Manager
5	Technical services of blow-through unit heaters П-1, П-2, П-3	Monthly	CP Manager
6	Providing an analysis of thermal energy consumption in the form of a daily graph or chart.	Monthly	CP Manager

In addition, if necessary, according to the call, including calls at night.

	Type of works	Frequency
1	Adjustment of equipment and systems, temperature parameters in accordance with technical specifications.	If necessary
2	Identifying the causes of equipment failures and ways to quickly fix them	If necessary
3	Preparation of defective statements for repairs	If necessary

**5. Payment terms:**

Payment is made monthly based on the act of performance of services within 30 (thirty) days from the date of receipt of the act in the UNDP.

**6. Place of work:** UN Building, 14 A. Mambetova str., Nur-Sultan.

**7. Responsibility and accountability**

- The contractor is fully responsible for the timely provision of services, performance of works and reports;
- The Contractor does not have the right to distribute, transmit materials collected and prepared within the framework of this technical task without the permission of UNDP;
- The contractor undertakes to comply with the legislation of the Republic of Kazakhstan;
- In the course of its work, the Contractor is accountable to the UNDP building Manager;
- The work must be performed efficiently and in a timely manner, in accordance with the requirements of the contract and this technical specification. In case of poor quality of the Contractor's work, UNDP reserves the right to terminate the contract unilaterally;
- The contractor ensures the unconditional fulfillment of the requirements stipulated in the contract and the terms of reference;

- The Contractor guarantees that the equipment and materials to be used in the performance of this agreement comply with the terms of reference and the terms of this Agreement;
- The contractor must inform the Building Management Manager of all workplace injuries or accidents, if any.

**IMPORTANT!!!** In connection with the COVID 19 pandemic, the contractor undertakes to provide all necessary protective equipment for its employees and to comply with all WHO standards and recommendations for performing work during the epidemic. The Service Provider is responsible for ensuring that its employees involved in this Terms of Reference are properly and promptly provided with all necessary personal protective equipment in accordance with current WHO recommendations (masks, gloves, sanitizers, COVID-19 testing (if necessary), for the entire duration of the contract.

#### **8. Qualification requirements:**

The service provider may be a company / organization that is duly registered and meets the following requirements:

1. Have civil legal capacity to enter into contracts (certificate of registration / re-registration, constituent documents, VAT certificate, if the company is a VAT payer);
2. Be solvent, not subject to liquidation, its financial and economic activities should not be suspended in accordance with the legislation (certificate of absence of debt in the tax authorities);
3. Have experience in the development, implementation and operation of automated heat management systems at the facilities of Nur-Sultan and the Republic of Kazakhstan (at least five years);
4. Experience in the operation of internal engineering communications of buildings in the administrative and residential sector (at least five years);
5. Relevant engineering and technical personnel with higher specialized education (at least two specialists, work experience of at least five years);
6. Engineering and technical personnel with specialized education (IT-technologies), ensuring the operation of the dispatching control system (at least one specialist, with at least three years of experience);
7. Must have a License certificate for the right to use the software of ASKURDE " Research Institute of IT-ESCO" and technical personnel who have been trained and certified to work with the "ASKURDE" dispatch control system» ("ASKURDE" certificate);
8. Own (or rented) transport for transporting equipment for diagnostics, repair or maintenance (written confirmation);
9. The presence of an office in Nur-Sultan, to provide round-the-clock "hot lines" (contact phone number, email address) in the "24/7" mode for submitting applications;
10. Own written declaration that the company is not on the UN Security Council List 1267/1989, the UN Procurement Division list or other UN disqualification lists.

These qualification requirements also apply to subcontractors, if they are involved in the performance of this task. It is possible to combine several qualifications by one specialist. There are no quantitative restrictions on the availability of specialists from a potential supplier.

The content of the Application should allow the Customer to assess the approach and degree of readiness of the potential Supplier to provide the Services that are the subject of this technical specification.

## ANNEX 2: QUOTATION SUBMISSION FORM

*Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

### Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
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):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
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 (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

**Bidder's Declaration**

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, 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 have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions, Sanctions:</b> I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract 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 and 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.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We 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.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Offer Validity Period:</b> I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

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

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

**ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES**

*Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

**Technical Offer**

*Provide the following:*

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- Documents required in Section 2.

**Financial Offer**

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services.

**Currency of Quotation: KZT**

Ref	Description of Deliverables	Price with VAT per month
1.	Technical services of SART	
2.	Technical services of CAS	
3.	Technical services of the heating system, cold and hot water supply systems, sewerage systems	
4.	Plumbing works (water supply, sewerage)	
5.	Technical services of blow-through unit heaters П-1, П-2, П-3	
6.	Providing an analysis of thermal energy consumption in the form of a daily graph or chart.	
Total Price with VAT per month		
GRAND TOTAL (KZT) with VAT for 36 Months		

Note: UNDP will sign a Long Term Agreement initially for the period of 1 Year which may be extended for additional 2 years, based on satisfactory performance of service provider. There will be no price revision throughout the duration of LTA.

**Compliance with Requirements**

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Provision of services according to Terms of Reference (Annex 1)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

Validity of Quotation (mentioned in Section 2)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms (mentioned in Section 2)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Acceptance of UNDP GTC (mentioned in Section 2)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Acceptance of Special Conditions of Contract (mentioned in Section 2)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Experience in the development, implementation and operation of automated heat management systems at the facilities of Nur-Sultan and the Republic of Kazakhstan (at least five years)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Experience in the operation of internal engineering communications of buildings in the administrative and residential sector (at least five years)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Relevant engineering and technical personnel with higher specialized education (at least two specialists, work experience of at least five years)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Engineering and technical personnel with specialized education (IT-technologies), ensuring the operation of the dispatching control system (at least one specialist, with at least three years of experience)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Must have a License certificate for the right to use the software of ASKURDE " Research Institute of IT-ESCO" and technical personnel who have been trained and certified to work with the "ASKURDE" dispatch control system» ("ASKURDE" certificate)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
The presence of an office in Nur-Sultan, to provide round-the-clock "hot lines" (contact phone number, email address) in the "24/7" mode for submitting applications;	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name: Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.