



## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: <b>RFQ-2021-014 Provision of services of maintenance and repair of automatic fire alarm systems, burglar alarms, evacuation warning systems, smoke exhaust systems and gas analysers, access control systems, gates, delta barriers, turnstiles, automatic gas and water fire extinguishing systems, video surveillance systems, automated monitoring systems for engineering systems, system internal fire-fighting water supply</b>	Date: 02 April 2021
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### 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: 02.04.2021

**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><b>16 April 2021 till 18-00 Nur-Sultan city time</b></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: PDF</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: 25mb</li> <li>▪ Mandatory subject of email: <b>RFQ-2021-014 Provision of services of maintenance and repair of security and fire alarm systems</b></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>	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.
<b>Supplier Code of Conduct,</b>	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,

<b>Fraud, Corruption,</b>	<p>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> <p>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></p>
<b>Gifts and Hospitality</b>	<p>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.</p>
<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 checked="" type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a></p> <p><input 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>	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. Refer to Clauses 19 – 24 under <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.
<b>Only one Bid</b>	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. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: 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 b) they have the same legal representative for purposes of this RFQ; or 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; 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 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.
<b>Duties and taxes</b>	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: All prices must: <input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
<b>Language of quotation</b>	Russian or English Including documentation including catalogues, instructions and operating manuals.
<b>Documents to be submitted</b>	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <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 <input checked="" type="checkbox"/> Business Registration certificate; <input checked="" type="checkbox"/> Valid Certificate from Department of State Security Service; <input checked="" type="checkbox"/> Confirmation if Bidder is a VAT payer or not (provide VAT certificate); <input checked="" type="checkbox"/> Certificate of absence of debt in the tax authorities; <input checked="" type="checkbox"/> 3 recommendation Letters from previous clients for similar services over the past 3 years; <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; <input checked="" type="checkbox"/> Reputation - table / list of clients for similar services required by UNDP, description of the contract, duration, contact details; <input checked="" type="checkbox"/> Copy of the extract of the logbook on instruction in Safety and Labour Protection, Fire Safety training by the Contractor's employees or any other similar document (1 permanent and 1 backup employee);

	<input checked="" type="checkbox"/> Names of Contractor's employees (one permanent and one back-up specialist) that will provide technical maintenance of the UN Building in Almaty with copies of their national ID;
<b>Quotation validity period</b>	Quotations shall remain valid for <b>90 (ninety) days</b> 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. 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>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
<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, Click or tap here to enter text. 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"/> UNDP makes monthly payments within 30 calendar days following the reporting month, after receiving the invoice and signing the certificate of completed works/services <input type="checkbox"/> Other Click or tap here to enter text.
<b>Conditions for Release of Payment</b>	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <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>	Any interested bidder may carry out site visit of office premises to check the volume and exact nature of works. Visits must be preliminary agreed with Mr.Asset Igembekov via email <a href="mailto:asset.igembekov@undp.org">asset.igembekov@undp.org</a> . 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 <b>14 April 2021</b>
<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 Click or tap here to enter text.
<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 Click or tap here to enter text.

<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 <input type="checkbox"/> <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>	10 May 2021
<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

**Standards for the maintenance and repair of automatic fire alarm systems, burglar alarms, evacuation warning systems, smoke exhaust systems and gas analysers, access control systems, gates, delta barriers, turnstiles, automatic gas and water fire extinguishing systems, video surveillance systems, automated monitoring systems for engineering systems, system internal fire-fighting water supply.**

**Customer:** UNDP (United Nations Development Programme in Kazakhstan and on behalf of other Agencies located in Almaty CP building)

**Place:** Almaty, Baizakov 303, Building 1, UN Building in Almaty

**Duration of work:** 36 months. 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. Description and Purpose of the project:** The purpose of the project is to maintain and repair automatic fire alarm systems, burglar alarms, evacuation warning systems, smoke exhaust systems and gas analysers, access control systems, gates, delta barriers, turnstiles, automatic gas and water fire extinguishing systems, video surveillance systems, automated monitoring system of engineering systems, internal fire-fighting water supply system. This should provide fire safety measures in the building, as well as provide additional control over the stay of visitors, employees, and the movement of material values. The contractor is expected to keep the equipment intact and meet the UNDP's minimum technical requirements listed below.

**2. Obligations of the Contractor:** The Contractor must carry out the following activities within the timeframes specified in the schedule of planned maintenance of systems below:

a) Maintenance of automatic fire alarm systems, burglar alarms, evacuation warning systems, smoke exhaust systems and gas analysers, access control systems, gates, delta barriers, turnstiles, automatic gas and water fire extinguishing systems, video surveillance systems, automated monitoring systems for engineering systems. Bringing these systems to the "norm" state. Regular maintenance during the term of the Contract.

### List

#### Planned routine maintenance of systems

№	LIST OF WORKS	PERIODICITY
<b>Powder fire extinguishing system</b>		
1	Alarm loop testing	Monthly
2	Testing smoke detectors	Monthly
3	Testing the remote control	Monthly
4	Battery diagnostics	Monthly
5	Overview of the module for detecting defects (dents, cracks, through holes)	Monthly
6	On an autonomous modular facility, a visual inspection of the electronic launch unit is additionally performed for: -reliability of attachment to the MPP; -reliability of electrical connections; - absence of dust, dirt and foreign objects on the case and contacts	Monthly
7	Door sensor check	Monthly
8	Cleaning smoke detectors	Quarterly
9	An external examination checks the integrity of the membrane overlapping the spray nozzle and the presence of the MPP grounding	Annually
<b>CCTV systems</b>		
1	Visual inspection. Checking the reliability of fastening and installations. Removal of dust and dirt if necessary.	Monthly
2	Checking the orientation of cameras, adjusting the brightness, contrast, and clarity of the image if necessary. Testing of rotary devices and zoom lenses.	Monthly
3	Checking the function of recording and playback of images on all channels, the function of image multiplexing.	Monthly
4	Visual inspection of mechanical damage and traces of corrosion.	Monthly



5	Check all connections of the computer's power supply to the electrical network; UPS operability; operability of power supply units of video cameras	Monthly
6	Technical inspection of junction boxes, broaching contacts if necessary, vacuum cleaning of the internal volumes of video surveillance equipment.	Quarterly
7	Checking the performance of the system in the complex, together with the Security Service of the building.	Every six months
<b>Internal fire-fighting water supply</b>		
1	Checking the performance of the pumping station of the external and internal fire-fighting water supply system.	Monthly
2	Checking the complete set of fire cabinets	Every six months
3	Inspection of the wells of the hydrants of the external fire-fighting water supply in order to determine the possibility of a practical supply of water for extinguishing a fire.	Every six months
4	Checking the performance and technical serviceability of fire hydrants.	Annually
5	Checking the internal fire-fighting water supply system for the pressure, flow rate and radius of the compact part of the jet (check at the test point)	Annually
6	Roll-up of fire hoses into a double roll onto a new rib.	Annually
7	Checking the performance of electrically driven valves installed on the bypass lines of water measuring devices (if any)	Annually
8	Carrying out hydraulic tests of the network of external and internal fire-fighting water supply systems to determine the actual water loss of the network and the height of the compact part of the jet.	Annually
<b>Automatic fire alarm system</b>		
1	External examination of the system components (control panel, detectors, annunciators, alarm loop) for mechanical damage, corrosion, dirt, fasteners strength, etc.	Monthly
2	Control of the working position of switches and switches, the serviceability of the light indication, the presence of seals on the control panel.	Monthly
3	Checking the performance of the system components (control panel, batteries, detectors, annunciators, measuring the parameters of the alarm loop, etc.)	Quarterly
4	Cleaning smoke detectors	Every six months
5	Checking the performance of the system, together with the building security.	Every six months
<b>Water fire extinguishing system</b>		
1	External examination of the system components (technological part - pipelines, PC cabinets, sprinklers, check valves, metering devices, shut-off valves of pressure gauges, pneumatic tank, pumps, etc.; electrical part - electrical control cabinets, electric motors, etc.), on no damage, corrosion, dirt, leaks; the strength of the fasteners, the presence of seals, etc.	Monthly
2	Inspection and inspection of injection pumps	Monthly
3	Inspection and inspection of valves and valves	Monthly
<b>Gas fire extinguishing system</b>		
1	Alarm loop testing	Monthly
2	Testing smoke detectors	Monthly
3	Testing the operation of the triggering device	Monthly
4	Checking the pressure in the gas cylinder and the pressure sensor	Monthly
5	Remote start testing	Monthly
6	Battery diagnostics	Monthly
7	Checking the pipeline and its fastenings	Monthly
8	Cleaning the outlet nozzle - carried out in case of contamination (traces of paint, mechanical debris, etc.)	Monthly
9	Checking the door sensor. Control arming and disarming the system from automatic mode	Monthly
10	Cleaning smoke detectors	Every six months
<b>Smoke exhaust system</b>		
1	Checking the technical condition of the alarm loop	Monthly
2	Checking the functionality of the alarm loop	Monthly
3	Carrying out technical diagnostics of devices	Monthly
4	Checking the condition of the installation, fastening and appearance of equipment and valves	Monthly
5	Troubleshooting	Monthly
6	Inspection and cleaning of devices	Quarterly
7	Checking the functioning of devices from a backup power source	Quarterly
<b>Burglar alarm systems</b>		
1	External examination of the system components for mechanical damage, corrosion, dirt, fasteners strength, etc.	Monthly
2	Control of the working position of switches and switches, serviceability of light indication	Monthly
3	System health check	Monthly
4	Technical inspection of junction boxes, broaching contacts if necessary	Quarterly
5	Checking the performance of the system in the complex, together with the building security	Quarterly



<b>Gates, turnstiles, delta-barriers</b>		
1	External examination of the system components for mechanical damage, corrosion, dirt, fasteners strength, etc.	Monthly
2	Control of the working position of switches and switches, serviceability of light indication	Monthly
3	Technical inspection of junction boxes, broaching contacts if necessary.	Quarterly
4	Checking the operability of the system in the complex, together with the building security	Every six months
<b>Access control and management systems</b>		
1	External examination of the components of the system for mechanical damage, corrosion, dirt, the strength of the fasteners, checking the presence of seals on the equipment, etc.	Monthly
2	Control of the working position of switches and switches, the serviceability of the light indication, the presence of seals on the devices.	Monthly
3	Checking the performance of the components of the system: -microphone panel; - emergency power supply unit; accumulators; - power amplifiers; - loudspeakers; locks and door closers.	Quarterly
4	Technical inspection of junction boxes, broaching contacts if necessary.	Quarterly
5	Checking the operability of the system in the complex, together with the building security	Every six months
6	Cleaning from dust, checking the operability of readers	Annually
<b>Systems of voice notification and evacuation control in case of fire</b>		
1	External examination of the system components (microphone panel, power supply, power amplifiers, loudspeakers, stands, batteries) for mechanical damage, corrosion, dirt, fasteners strength, etc. Checking the presence of seals on the equipment.	Monthly
2	Control of the working position of switches and switches, the serviceability of the light indication, the presence of seals on the devices.	Monthly
3	Checking the performance of the components of the system: -microphone panel; - emergency power supply unit; - power amplifiers; - loudspeakers, - rechargeable batteries	Quarterly
4	Technical inspection of junction boxes, broaching contacts if necessary.	Quarterly
5	Checking the performance of the system in the complex, together with the building security.	Every six months

b) Providing technical advice to improve the performance of systems.

c) Schedule of planned work (between the 5th to the 10th day of each month). In case of unscheduled (emergency) calls, the arrival of a technician during the current day.

**3. Organizational Activities:** UNCP (UN Common Premises) Manager will directly supervise the Contractor during the work. The Contractor will seek appropriate approval and decision from the UNCP Manager. The Contractor will provide the work schedule in advance, including delivery of materials and equipment.

The UN Security Service will be responsible for day-to-day communication and escorting during the Contractor's work.

**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 Contractor 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.

**4. Procedures:** The Contractor shall provide the above service in accordance with UNDP standards, professionalism, and courtesy.

4.1. All Services are provided by the Contractor with proper quality with the involvement of qualified employees with relevant knowledge and experience, as well as follow all reasonable requirements and instructions of UNDP.

4.2. If it is necessary to suspend the operation of parts of the System and Equipment for the provision of Services under this Agreement, the Contractor must follow the instructions of the UNDP regarding the time of such suspension, and upon completion of such work, ensure the commissioning of parts of the System and Equipment.

4.3. In the event that the Contractor discovers any malfunctions or breakdowns of Systems and Equipment that arose through no fault of the Contractor, but related to violations and defects of adjacent systems and equipment, the Contractor must provide a report in writing, and, if necessary, calculate the cost of the breakdown, without delay within

6 (six) hours from the moment of detection. This report shall indicate data sufficient for the UNDP to eliminate the malfunctions.

4.4. UNDP may instruct to eliminate the breakdown or/and carry out repair work, in accordance with clause 3 of this Agreement, after a written agreement on the payment of the cost of such work, consumables and spare parts necessary for the Contractor to carry out repair work

4.5. Work on the UNDP's emergency call is carried out as follows:

4.5.1 When applying outside working hours (weekends and holidays) - the response to the call is made within 6 hours.

4.5.2 The Application can be submitted by UNDP around the clock to the Contractor.

4.5.3 In the event of an emergency call, the sequence of the Contractor's actions is structured as follows:

- After receiving the application, the Contractor's specialists contact the responsible person of the UNDP engineering and technical service, clarify the nature of the malfunction, urgency and schedule the inspection of the equipment, if necessary, the departure is carried out immediately.

- If malfunctions of the Systems and Equipment are detected, a "Malfunction Detection Act" is drawn up. Based on such an Act, a classification of a warranty or non-warranty case is made to determine the scope of work and methods of payment.

4.6. The Contractor shall always ensure the maintenance of complete confidentiality in relation to any documents commissioned by the UNDP.

4.7. The Contractor provides services under the Contract and Terms of Reference. Any changes to the Contract must be addressed to the UNCP Manager in advance in writing.

4.8. The contractor guarantees no damage to the client's property in the course of the work. In the event of material damage, the Parties agree on a schedule of compensation for damage by the Contractor to UNDP.

4.9. The UNCP Manager will place the Security staff at the Contractor's disposal for consultation on weekdays.

4.10. The Security Service shall provide Contractor's employees with access to the work site only after receiving written notification from the UNCP Manager.

## **5. Service Requirements:**

Maintaining a good working technical condition of fire alarm systems, burglar alarms, evacuation alerts, turnstiles, smoke exhaust systems, access control systems, gates, delta barriers, automatic gas fire extinguishing systems, automated monitoring systems for engineering systems, video surveillance systems.

The contractor must follow all the terms of the contract, including the issuance of documents and the maintenance of a visit log with an indication of the work performed.

## **6. Contractor qualifications:**

- At least 3 years on the market for these services (State registration as a legal entity);
- Valid Certificate from Department of State Security Service;
- Passing of instruction in Safety and Labour Protection, Fire Safety by the Contractor's employees (1 permanent and 1 backup employee);
- Mandatory availability of appropriate measuring devices, tools, and uniforms of the Contractor's employees.

## 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.

**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**

R ef	Description of Deliverables	Price with VAT per month	Quantity	Total sum with VAT
1.	Provision of services of maintenance and repair of automatic fire alarm systems, burglar alarms, evacuation warning systems, smoke exhaust systems and gas analysers, access control systems, gates, delta barriers, turnstiles, automatic gas and water fire extinguishing systems, video surveillance systems, automated monitoring systems for engineering systems, system internal fire-fighting water supply		36 (months)	
Total Price for 36 months with VAT				

**Notes:** 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
Full acceptance of 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.
3 years experience in providing similar services to local or international organization	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Copy of the Certificate of Department of State Security Service	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Passing of instruction in Safety and Labour Protection, Fire Safety by the Contractor's employees (1 permanent and 1 backup employee);	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Availability of appropriate measuring devices, tools, and uniforms of the Contractor's employees	<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.	
<b>Exact name and address of company</b> <b>Company Name</b> Click or tap here to enter text. <b>Address:</b> Click or tap here to enter text. Click or tap here to enter text. <b>Phone No.:</b> Click or tap here to enter text. <b>Email Address:</b> Click or tap here to enter text.	<b>Authorized Signature:</b> <b>Date:</b> Click or tap here to enter text. <b>Name:</b> Click or tap here to enter text. <b>Functional Title of Authorised Signatory:</b> Click or tap here to enter text. <b>Email Address:</b> Click or tap here to enter text.