



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: <i>RFQ-2021-015_UNDP-KAZ - Provision of Technical maintenance and repair of supply and exhaust and supply units, maintenance of fan coil units, maintenance of exhaust fans, work on air-heating curtains, maintenance of diffusers and ventilation grilles, maintenance of refrigeration equipment, maintenance and operation of individual heating points for the UN building in Almaty – on Long Term Basis</i>	Date: 20 April 2021
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the *"Provision of Technical maintenance and repair of supply and exhaust and supply units, maintenance of fan coil units, maintenance of exhaust fans, work on air-heating curtains, maintenance of diffusers and ventilation grilles, maintenance of refrigeration equipment, maintenance and operation of individual heating points"* 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**

Signature: Elvira Sheikova

Name: **Elvira Sheikova**

Title: **OiC Operations Manager**

Mumyest Bolyssayeva

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<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 UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</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>
Deadline for the Submission of Quotation	<p>15:00 (Nur-Sultan time) 5 May 2021</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<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 Click or tap here to enter text.</p> <p>Bid submission address: procurement.kz@undp.org</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 20 Mb ▪ Mandatory subject of email: RFQ-2021-015_UNDP-KAZ ▪ 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. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt.
Cost of preparation of quotation	<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>
Supplier Code of Conduct, Fraud, Corruption,	<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 principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</p>
Gifts and Hospitality	<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</p>

	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.
Conflict of Interest	<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>
General Conditions of Contract	<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"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Eligibility	<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 [amend in case of other eligibility requirements].</p>
Currency of Quotation	Quotations shall be quoted in Local Currency: KZT
Joint Venture, Consortium or Association	<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 Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	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>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>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</p> <p>b) they have the same legal representative for purposes of this RFQ; or</p> <p>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;</p> <p>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</p> <p>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.</p>
Duties and taxes	<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> <p><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
Language of quotation	<p>English, and/or Russian</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><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</p> <p><input checked="" type="checkbox"/> Company Profile;</p> <p><input checked="" type="checkbox"/> Registration certificate;</p> <p><input checked="" type="checkbox"/> List projects/contracts proving at least 5 years of required working experience plus client's contact details who may be contacted for further information on those projects/contracts;</p> <p><input checked="" type="checkbox"/> Financial reports for the last 2 years (2019 and 2020), certificates on the absence of debts in served banks, tax and other authorities;</p> <p><input checked="" type="checkbox"/> CVs for the proposed key Personnel (indication of education and experience);</p> <p><input checked="" type="checkbox"/> Written confirmation of the presence of a duty brigade for urgent repair works;</p> <p><input checked="" type="checkbox"/> 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.</p>
Quotation validity period	<p>Quotations shall remain valid for 60 days from the deadline for the Submission of Quotation.</p>
Price variation	<p>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.</p>
Partial Quotes	<p><input checked="" type="checkbox"/> Not permitted</p> <p><input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes</p>
Alternative Quotes	<p><input checked="" type="checkbox"/> Not permitted</p> <p><input type="checkbox"/> Permitted</p> <p>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</p>

	an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote"
Payment Terms	<input checked="" type="checkbox"/> Payment will be made on monthly basis i.e. 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input type="checkbox"/> Other Click or tap here to enter text.
Conditions for Release of Payment	<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 Services based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
Contact Person for correspondence, notifications and clarifications	Procurement Unit, UNDP Kazakhstan E-mail address: meruyert.bolyssayeva@undp.org E-mail subject: query_RFQ-2021-015 Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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.
Clarifications	Requests for clarification from bidders will not be accepted any later than 6 days before the submission deadline. Responses to request for clarification will be communicated via e-mail by 29 April 2021
UN Building visit	The UN Office representatives will organize an office tour on Wednesday 28 April 2021 at 15:00. To participate in the bypass, all interested companies must submit an application to Gulsara Baimaganbetova by phone + 7 7272 58 26 43 (ext. 302) no later than 17:00 on Tuesday 27 April 2021. Gulsara Baimaganbetova Deputy Common Premises Manager Kazakhstan gulsara.baimaganbetova@undp.org
Evaluation method	<input checked="" type="checkbox"/> The Contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<u>Administrative Requirements:</u> <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 checked="" type="checkbox"/> Offers must be submitted within the stipulated deadline; <input checked="" type="checkbox"/> Offers must meet required Offer Validity; <input checked="" type="checkbox"/> Offers have been signed by the authorized representative. <input checked="" type="checkbox"/> Offers include requested company/organization documentation as mentioned above in "Documents to be submitted" section; <input checked="" type="checkbox"/> Duly registered company in Republic of Kazakhstan. <u>Technical Requirements:</u> <input checked="" type="checkbox"/> At least 5 years of Company experience in the field of building maintenance; <input checked="" type="checkbox"/> Minimum 2 recommendation letters from previous clients or copies of contract for provision of similar services; <input checked="" type="checkbox"/> Have qualified personnel for regular maintenance and repair (TO) (2 people): plumber / plumber-specialist in heating / ventilation and air conditioning systems and Engineer of control and measuring equipment and automated systems; <input checked="" type="checkbox"/> Written confirmation of the presence of a duty brigade for urgent repair works.

Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	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.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) (UNDP will sign a Long Term Agreement initially for the period of 1 Year which may be extended for additional 2 years subject to satisfactory performance of service provider. There will be no price revision throughout the duration of LTA). <input type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	09 June 2021
Publication of Contract Award	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.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	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 www.ungm.org . 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**

Name of purchased services:	Maintenance and repair of supply and exhaust and supply units, maintenance of fan coil units, maintenance of exhaust fans, work on air-heating curtains, maintenance of diffusers and ventilation grilles, maintenance of refrigeration equipment, maintenance and operation of individual heating points.
Client:	UNDP (United Nations Development Programme in Kazakhstan) and on behalf of other Agencies located in Almaty CP building
Place:	Almaty, Baizakov str, 303, Building 1, UN Building in Almaty
Type of contract:	Contract for services (Long Term Agreement), UNDP template
Duration of work:	1 year with the possibility of further renewal for 2 years depending on successful performance of the Service Provider

General information:

Name of the property:		Office building				
Commissioning year		2019				
Number of floors:		Ground part	10	Underground part		1
Number of entrances (entrances):		Permanent use	2			
Total area of the Object, m2:		12,980				
Dimensions of the building LxWxH, m:		49.25	X	33.25	X	33.9

Scope of work:

The Contractor undertakes to carry out the following types of services on the territory of the UN building:

Equipment service and maintenance regulations

№ п.п.	Name of works	Frequency
1	2	3
	Regulations for the maintenance of supply and exhaust and supply units.	
1	Checking the air valve for operability, in case of malfunction, replace	(daily)
2	Checking the supply unit for sealing, namely checking the joints, checking the doors for tight closing	(daily)
3	Checking automation elements (differential pressure gauges; temperature sensors, valve, outdoor, room; three-way valves; air damper drives) for operability	(daily)
4	Checking the operation of protective mechanisms (automatic devices, relays, thermal contacts, frequency converters, thermostats)	(daily)
5	Checking the operation of circulation pumps in winter, if necessary, eliminate the malfunction	(daily)

6	Check fan for vibration, check pulleys	(daily)
7	Checking the degree of contamination of air filters, checking compliance with the cleaning class, and replacing them	(weekly)
8	Checking the degree of contamination of the heat exchangers, flushing the fins of the heat exchangers, if necessary	(weekly)
9	Checking the degree of fan contamination, if necessary, cleaning the fan	(weekly)
10	Checking three-way valves for silting and contamination, as well as cleaning if necessary	(weekly)
11	Checking the cleanliness of the drain pan, cleaning the drain pan if necessary	(weekly)
12	Checking the connection of the taper bush bushing with the hub, if necessary, broaching or replacing it	(monthly)
13	Carrying out measurements of the electrical characteristics of the engine in accordance with the passport data	(monthly)
14	Checking the bearings for the presence of grease and replacing it if necessary	(quarterly)
15	Checking electrical contacts and tightening them if necessary	(quarterly)
Fan coil service regulations		
1	Checking the degree of contamination of the air filters with a disinfectant or replacing them if necessary	(monthly)
2	Checking the degree of contamination of the heat exchangers, flushing the heat exchangers, and treating them with an antiseptic if necessary	(monthly)
3	Checking the degree of contamination of the fan, if necessary, cleaning the fan	(monthly)
4	Checking the health of the drainage system, cleaning if necessary	(monthly)
5	Checking the fan for vibration	(monthly)
6	Checking, broaching the fan coil mounting	(monthly)
7	Checking the connection of electrical contacts and tightening them if necessary	(monthly)
8	Testing of automation elements (control panel; temperature sensors; three-way valves) for operability, replace if necessary	(monthly)
9	Checking the three-way valves for silting and contamination, as well as cleaning if necessary	(quarterly)
10	Carrying out measurements of the electrical characteristics of the engine in accordance with the passport data	(quarterly)
11	External examination for mechanical damage to the case and system components	(quarterly)
Work schedule for servicing the exhaust fans.		
1	Checking the degree of contamination of the fan, if necessary, cleaning the fan	(monthly)
2	Checking the fan for vibration	(monthly)
3	Checking the bearings for the presence of grease and replacing it if necessary	(monthly)

4	Checking the connection of electrical contacts and tightening them if necessary	(monthly)
5	Carrying out measurements of the electrical characteristics of the engine in accordance with the passport data	(monthly)
6	Integrity check and attachment of soft inserts	(monthly)
7	Checking the operation of protective mechanisms (automatic machines, relays, thermal contacts, starters)	(monthly)
Regulations for work on the air-thermal curtain.		
1	Checking the degree of contamination of the electric heater, cleaning the electric heater if necessary	(2 times per year)
2	Checking the degree of contamination of the fan, if necessary, cleaning the fan	(2 times per year)
3	Checking the fan for vibration	(2 times per year)
4	Checking the bearings for the presence of grease and replacing it if necessary	(2 times per year)
5	Checking the connection of electrical contacts and tightening them if necessary	(2 times per year)
6	Carrying out measurements of the electrical characteristics of the engine in accordance with the passport data	(2 times per year)
7	Checking the automation elements (control panel, thermal relay, automatic machine, starter) for operability	(2 times per year)
Regulations for the maintenance of diffusers and ventilation grilles.		
1	Cleaning the surface of diffusers and ventilation grilles from dirt	(quarterly)
2	Adjust if necessary	(quarterly)

List of maintenance work for refrigeration equipment (chillers)

No n/n	Name of works	Frequency
1	2	3
Routine maintenance of refrigeration equipment (chillers)		
1	External examination and assessment of the condition of the equipment for the presence of mechanical, electrical damage	(daily)
2	Checking temperature conditions (supply and exhaust air, refrigeration unit), taking operating parameters: pressure, voltage, currents	(daily)
3	Technical check for refrigerant and water leaks, when troubleshooting is identified	(daily)
4	Checking equipment for noise or vibration	(daily)
5	Inspection and Calibration of Safety Valves	(daily)
6	Checking the degree of contamination of the heat exchangers of the condensing unit, the indoor unit of the evaporator, the air filter of the indoor unit, the drainage system, if necessary, flushing the systems	(daily)
7	Monitoring the operating condition of all components of the controls, the reliability of the connection in the circuits, the cleanliness of the control unit and boards	(daily)

8	Testing the operation of the auxiliary contacts of the chiller water pumps (if the pumps are controlled by the chiller)	(daily)
9	Testing the actuation of the coolant flow switch and the corresponding automation	(daily)
10	Testing of the specified operating parameters in the control controller, their analysis and correction, if necessary, with the registration of changes	(daily)
11	Testing the software of the control system units and the protection systems of the chiller (changing the software settings if necessary)	(daily)
12	Checking all sensors, electrical connections, and the quality of the supply voltage	(daily)
13	Check oil level / quantity according to instructions	(daily)
14	Checking the operation of oil coolers (if installed)	(daily)
15	Control of the cleanliness of the power switchboard and its components	(daily)
16	Monitoring the reliability of electrical connections, looking for signs of overheating or discoloration of wires, broaching (replacement, if necessary)	(daily)
17	Checking the condition of the electromagnetic starters of the compressors, wear, and damage to the contacts (repair or replacement if necessary)	(daily)
18	Control of the feed unit (valve, pump)	(daily)
19	Monitoring the reliability of connections at the terminals of the compressor electric motors, broaching	(daily)
20	Compressor motor operating current measurements and data logging	(daily)
21	Testing the operating pressure of the refrigerant in the discharge and suction lines of the circuits	(daily)
22	Adding refrigerant and freon oil (if necessary)	(daily)
23	Inspecting compressor motor terminals for cracks	(daily)
24	Monitoring the status of electrical fuses	(daily)
25	Control of the cleanliness of the power switchboard and its components	(daily)
26	Monitoring the reliability of electrical connections, looking for signs of overheating or discoloration of wires, broaching (replacement, if necessary)	(daily)
27	Checking the condition of the electromagnetic starters of the compressors, wear, and damage to the contacts (repair or replacement if necessary)	(daily)
28	Monitoring the reliability of connections at the terminals of the compressor electric motors, broaching	(daily)
29	Checking the fan for vibration	(daily)
30	Compressor motor operating current measurements and data logging	(daily)
31	Monitoring the status of electrical fuses	(daily)
32	De-preservation of the chiller	(annually)
33	Chiller conservation	(annually)

List of works on maintenance and operation of individual heating points

№ п.п.	Name of works	Frequency
1	2	3
Daily maintenance of individual heating points		
1	Technical inspection in order to identify malfunctions of equipment and units of the heating point: automation devices, metering unit, electric pump units and their couplings, electrical equipment of the TP	(daily)
2	Monitoring the operation of heating and hot water systems, inspection of the equipment of these systems. Checking the position of the shut-off valves	(daily)
3	Checking the compliance of the readings of the control devices with the regime cards, recording the operating parameters in the TP log. If necessary, adjust the operating modes	(daily)
4	Checking the tightness of the system. Inspection of premises for flooding	(daily)
Weekly maintenance of individual heating points		
1	Checking automatic control devices using measuring equipment. If necessary, adjust. Checking the signal lamps of devices, replacement if necessary	(weekly)
2	Checking automatic control devices using measuring equipment. If necessary, adjust. Checking the signal lamps of devices, replacement if necessary	(weekly)
3	Checking the operation of automation, backup power, bearings and shut-off and control valves of pumping equipment. In case of identification of malfunctions, they are eliminated. Cleaning pumping equipment from oil smudges, dust, and other contaminants	(weekly)
4	Checking the condition of measuring devices, as well as the accuracy of their readings. Checking the oil level in the thermometer sleeves.	(weekly)
5	Fire safety control. Checking grounding and electrical cabinets.	(weekly)
6	Checking seals on metering devices	(weekly)
7	Elimination of malfunctions, restoration of paint and varnish coating of units and equipment of TP	(weekly)
8	Checking the documentation. An entry in the logbook of the heating point about the weekly maintenance of the IHP	(weekly)
Monthly maintenance of individual heating points		
1	Checking pumping equipment by simulating emergency operating modes. Checking the fastening of the pumps, tightening the bolts. Checking the condition of electric motors	(monthly)
2	Checking contactors, magnetic starters. Checking fuses and contacts, as well as the condition of all automation devices. If necessary, adjustments are made	(monthly)
3	Checking the tightness of all pipelines, connections, eliminating leaks	(monthly)

4	Purge the pressure gauges, check the return of the pressure gauges to the zero position. (Purge is carried out by short opening of three-way valves)	(monthly)
5	Control of automation of units for supplying heat for heating and hot water supply, checking in various modes. Checking the heating make-up unit	(monthly)
6	Restoration of failed thermal insulation. Painting of units and structures as required	(monthly)
7	Elimination of all problems found during operation	(monthly)
8	Taking readings of the heat consumption from the meter for the subsequent transfer of the organization to the heat supply supplier	(monthly)
Annual maintenance of heating points		
1	Technical inspection and diagnostics of all heat point equipment: automation, pumping equipment, measuring, thermal mechanical and electrical devices	(annually)
2	Checking open wiring, fuses, insulation, grounding, disconnecting machines. Carrying out the entire range of electrical measuring work to identify and eliminate malfunctions	(annually)
3	Inspection and replacement of thermal insulation of pipelines and water heaters	(annually)
4	Lubrication of bearings of electric motors, pumps, gear wheels and bearings of control valves, pressure gauge sleeves.	(annually)
5	Checking the tightness of all pipelines and connections. Bolt pulling	(annually)
6	Checking the completeness of the substation with equipment, replacing equipment that is out of order	(annually)
7	Flushing the sump, cleaning, or replacing the mesh filters	(annually)
8	Painting equipment, metal structures, pipelines. Restoration of marking of assemblies, devices, assemblies, and pipelines	(annually)
9	Elimination of shortcomings in the work of the ITP identified during the heating season	(annually)
10	Cleaning of hot water and heating system heating surfaces, pressure testing. Passing tests to the representative of the heating supplier with the recording of the results in the cumulative list	(annually)
11	Checking the availability and completeness of all the necessary documentation for the substation. Updating and supplementing diagrams and instructions, as well as safety rules	(annually)
12	Delivery of the TP that has been prepared for the heating season with the issuance of a statement of equipment readiness for the winter season	(annually)

**List of works on maintenance and operation of internal engineering networks "cold / hot water supply",
"household, industrial and storm sewers"**

№ п.п.	Name of works	Frequency
1	2	3
	Regulations for the maintenance of internal engineering networks of cold / hot water supply.	
1	Regular technical inspection of pipelines and equipment for leaks and assessment of the general condition of the systems.	(daily)
2	Carrying out current repairs. If necessary, elimination of leaks, elimination of malfunctions, replacement of worn out parts, materials, and equipment.	(daily)
3	Checking the conformity of the readings of the control devices, recording the operating parameters in the log. If necessary, adjust the operating modes	(monthly)
4	Preparing systems for seasonal operation	(2 times per year)
	Regulations for the maintenance of internal engineering networks of household, industrial and storm sewers.	
1	Regular technical inspection of pipelines and equipment for leaks and assessment of the general condition of the systems.	(daily)
2	Carrying out current repairs. If necessary, elimination of leaks, cleaning of pipes, ladders, elimination of blockages, replacement of worn parts, materials, and equipment.	(daily)
3	Technical inspection of the condition of street grease traps. If necessary, pumping out and cleaning of street grease traps.	(monthly)
4	Preparing systems for seasonal operation	(2 times per year)

Accountability:

The Contractor reports to the UNCP Department of the UN Office in Almaty on the works carried out in accordance with this Terms of Reference.

The Contractor coordinates its activities on maintenance and repair in accordance with the Terms of Reference with the Engineer of the UN building in Almaty on a daily basis with filling out the logbooks (ventilation inflow equipment, Heating station, Cold air supply, hot / cold water supply).

Contractor performs other maintenance works in UN Building in Almaty according to the recommendations of the UNCP Manager.

Institutional mechanism:

- UNDP administers the procurement process to select a qualified service provider.
- Upon completion of the solicitation process, UNDP will sign a Long Term Agreement with the chosen service provider.
- Invoicing and payment terms will be specified in the cLTA.
- The contractor should appoint a site Supervisor for coordination with UNDP and quality management. The Supervisor manages and coordinates the work of the Contractor's employees and coordinates with the UNCP Department in Almaty (UN Common Premises).
- UNCP Manager and the Engineer of the UN Building in Almaty are the coordinators of the management of the work on behalf of UNDP.

Qualification requirements to the Contractor:

A company / organization duly registered in the Republic of Kazakhstan and meeting the following requirements can be the Contractor:

- Be solvent, not subject to liquidation, its property should not be seized, financial and economic activities should not be suspended in accordance with the law (certificates confirming the absence of debts in serviced banks and tax authorities at the end of the last financial year);
- Have at least 5 years of experience in the field of building maintenance (recommendation letters from previous clients (min. 2);
- Have personnel for regular maintenance and repair (TO), operational personnel;
- Written confirmation of the presence of a duty brigade for urgent repair works.

Administrative requirements for the Service Provider after Contract signing

№ п.п.	Requirements	Frequency of knowledge testing
1	2	3
	Company	
1	Appointment of a responsible supervisor to control the quality of work, discipline and timeliness of the services provided by the Contractor's employees in the UN building.	Weekly
2	Provision of uniforms and necessary tools to properly maintain the UN building	constantly
3	Testing knowledge of fire safety, safety and labor protection in the workplace.	annually
4	Provision of plumber / plumber-specialist in heating / ventilation and air conditioning systems on the territory of the UN building, with at least 3 years of relative experience	Schedule 5/2 for the entire period of the contract
5	Provision of an Engineer of control and measuring equipment and automated systems with at least 3 years of relative experience	By application
6	Availability of a team on duty for urgent repair works	By application
7	Execution of all works listed in the Terms of Reference	According to TOR
8	Provision of personal protective equipment (masks, gloves) to the Contractor's employees during the COVID19 pandemic in accordance with WHO recommendations, for the duration of the contract.	constantly
	Company employees	
1	Plumber / heating engineer / ventilation system technician - in 5/2 mode on the territory of the UN building for the duration of the Agreement, with at least 3 years of relative experience;	Daily on weekdays
2	Engineer of control and measuring equipment and automated systems - on call, with at least 3 years of relative experience.	On call
3	Confirmation of the availability of a Certificate with an electrical safety permit of at least 3-rd group (category) for the Contractor's employees.	annually
4	Confirmation of training conducted by the Contractor on Occupational Safety and Health, Fire, Industrial and Electrical Safety	annually

	(extract from the logbook signed by the Contractor's employees responsible for the maintenance of the UN building).	
5	Compliance with the requirements of the legislation of the Republic of Kazakhstan, rules and regulations and protection of the environment.	daily
6	Mandatory use of personal protective equipment (masks, gloves) by the Contractor's employees during the COVID19 pandemic in accordance with WHO recommendations, for the duration of the contract.	constantly
7	Obtain clearance / permission from the UNCP Manager for installation work in the UN Building for Operations Teams.	With every application
8	Record keeping on the works in the logbook	daily

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:	RFQ-2021-015_UNDP-KAZ	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:				
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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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 : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: 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"/>	Prohibitions, Sanctions: 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"/>	Bankruptcy: 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"/>	Offer Validity Period: 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:	RFQ-2021-015_UNDP-KAZ	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.
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel

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.

Offers must include all-inclusive costs associated with the execution of the work.

Currency of Quotation: KZT

#	Description of Deliverables	Monthly price	Price for 12 months	Price for 36 months
1.	Maintenance of the internal heating system (including A&P and preparation for the heating season), hot water supply, cold water supply and sewerage systems			
2.	Maintenance of ventilation systems			
3.	Maintenance of air conditioning and refrigeration systems (8 chillers) - 3 times a year			
4.	Maintenance of heat metering devices			
GRAND TOTAL (KZT) with VAT* for 36 Months				

*Price should include VAT (if applicable for Supplier)

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 as per RFQ	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Acceptance of UNDP Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

Acceptance of UNDP GTC/Special Conditions to the Contract	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Required experience (at least 5 years in the field of building maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Availability of Two (02) Qualified personnel as per RFQ Requirement on Monthly Basis.	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Written confirmation of the presence of a duty brigade for urgent repair works	<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.
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