



## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ-2021-016 Cleaning of office premises, external territory and landscaping	Date: 28 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: Yerzhan Murzatayev

Name: Yerzhan Murzatayev

Title: Operations manager OIC

Date: 28.04.2021

**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>19 May 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: <b>PDF</b></li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: <b>25mb</b></li> <li>▪ Mandatory subject of email: <b>RFQ-2021-016 Cleaning of office premises, external territory and landscaping</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</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>Conduct, 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 c) they have the same legal representative for purposes of this RFQ; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or f) 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"/> Certificate of Business registration / re-registration; <input checked="" type="checkbox"/> VAT certificate, if the company is a VAT payer; <input checked="" type="checkbox"/> Table / list of clients for similar services required by UNDP in the last 3 years, description of the contract, duration, contact details, include at least 5 clients; <input checked="" type="checkbox"/> Certificate of absence of debt in the tax authorities; <input checked="" type="checkbox"/> Written letter of application 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"/> 3 recommendation letters from previous clients for similar services over the past 3 years; <input checked="" type="checkbox"/> List of available equipment for cleaning. <a href="#">Click or tap here to enter text.</a>
<b>Quotation validity period</b>	Quotations shall remain valid for <b>90 (ninety) calendar</b> days from the deadline for the Submission of Quotation.

<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted 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 type="checkbox"/> monthly payments within 30 calendar days following the reporting month, after receiving the invoice and signing the certificate of completed works/services. <input checked="" 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>	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 17 May 2021
<b>Evaluation method</b>	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other 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, Click or tap here to enter text. 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) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <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>	19 July 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

<b>Name of the service:</b>	Cleaning of office premises, external territory and landscaping
<b>Contract type:</b>	Contract for the provision of services in the UNDP format.
<b>Place of work:</b>	14, A. Mambetov str., Nur-Sultan, Kazakhstan
<b>Period:</b>	3 years (36 months) from the date of signing of the Contract. UNDP will sign a Long-Term Agreement initially for the period of 1 Year which may be extended for additional 2 years, based on satisfactory performance of service provider. There will be no price revision throughout the duration of LTA.

### General Provisions

The United Nations' Development Program on behalf of the participating UN agencies (RCO, UNDP, UN Women, UNDSS, UNFPA, ILO, UNHCR, IOM, OHCHR, UNODC, UNRCCA and UNRC Office) is looking for a service provider via the Nur-Sultan UN Building Management Department to ensure the high quality of a package of services for cleaning the indoor premises and outdoor area, and landscaping and minor urgent repairs of electrics and plumbing equipment within the UN Building in Nur-Sultan located at 14, A. Mambetov Street.

The total area of the Building is 3 333 m<sup>2</sup> including:

- office premises - 1756.6 m<sup>2</sup>,
- conference halls - 238.5 m<sup>2</sup>,
- corridors - 774.1 m<sup>2</sup>,
- elevator halls – 69.1 m<sup>2</sup>,
- kitchens - 82.7 m<sup>2</sup>,
- technical premises - 172.5 m<sup>2</sup>,
- stairs - 55 m<sup>2</sup>,
- toilet rooms - 141.9 m<sup>2</sup>,
- archives – 42.9 m<sup>2</sup>.

The adjacent area is 2800m<sup>2</sup> including:

- flower beds and lawns - 800 m<sup>2</sup>,
- parking and sidewalks – 2000 m<sup>2</sup>,

Number of toilet cubicles -25, toilet rooms-7 (1 per floor + 1 toilet for people with disabilities) showers -1, mini-kitchens -5, total number of employees in the building -140-150.

According to this Technical specification , the Contractor undertakes to provide service personnel, necessary equipment and tools, cleansers and consumables, sanitary materials including toilet paper, paper towels, soap and roll towel dispensers (note: z-fold toilet paper and paper towel dispensers are already installed), takes all the necessary measures set out in the terms of reference for the fulfillment of obligations under the Agreement.

### Expectations

- Providing effectively a package of services for cleaning the indoor premises and outdoor area, and landscaping on the territory of the UN Office located at 14 Mambetov Street, Nur-Sultan, Kazakhstan;
- High-quality provision of electrical and plumbing services for minor urgent repairs;
- Maintaining high standards of hygiene and an environmentally friendly office policy. Any other services related to the cleaning of indoor premises and outdoor area, and the landscaping.

### Scope of Services

#### Regular / daily cleaning

- Cleaning, wiping, vacuum cleaning and dust removal from office furniture, floors, garbage cans, walls etc.;

- Wet cleaning of the rooms;
- Washing, mopping stairs, corridors, vestibules and elevator halls;
- Cleaning all glasses, mirrors, baseboards in rooms;
- Wet cleaning of common areas, conference halls, reception area and halls;
- Wet cleaning of toilet rooms including washing toilet bowls, wash basins, mirrors, walls and floors:
  - toilet rooms should have toilet paper, z-folded paper towels, liquid soap and air fresheners;
  - mini-kitchens should have dishwashing liquid, liquid soap, and paper towels (in dispensers), dishwashing sponges;
- Keeping kitchen appliances, dishes, household appliances (coffee maker, microwave oven, refrigerator) and kitchen areas clean during the day;
- Flower care by a florist (twice a week);
- Economical use of water, electricity and help to maintain a green office;
- If necessary, provide additional services to maintain cleanliness and tidiness in UN building;
- Assisting in organizing coffee breaks when required; dishwashing, table setting, and cleaning after a coffee break.

#### Weekly cleaning work

- Vacuum cleaning of all carpets with appropriate disinfectant detergents twice a week;
- All types of doors and handles should be cleaned once a week, and metal-plastic windows, doors, and glass partitions should be cleaned every day using special cleansers;
- Cleaning of all radiators, flower vases and pots;
- Removing dust from all lamps and ceiling lights;
- Refrigerators cleaning as needed.

#### Monthly cleaning work

- Cleaning of all sofas and armchairs;
- Dry cleaning of carpet flooring and carpets as needed;
- Cleaning of all types of curtains/blinds, if necessary, dry or other necessary dry cleaning;
- Clear-out at least twice a month.

#### Annual cleaning work

- Disinfection from cockroaches, ants once/twice a year and as needed;
- Cleaning and washing the facade of the building (washing windows, iron fencing, air conditioning compressors, security booths, external metal shutters) twice a year.

#### Landscaping and cleaning the adjacent territory

- The contractor must have the necessary competence to provide technical advice and professional guidance on landscaping, gardening, weed removal and sneeding;
- The presence of one gardener to provide daily maintenance of the garden, flower beds, lawn, as well as to maintain order in the courtyard and cleaning the fenced area of the UN Office;
- Landscaping and gardening, including watering, fertilizing, weeding, trimming and sanitary tree pruning to keep them in good condition. Minimal use of herbicides if necessary. Control of insect pests while preserving the environment;
- Lawn maintenance, i.e. regular pruning and watering, and pest control. (Only if necessary);
- Decorating the garden with quality flowers and replanting green plants as required in flower pots in the garden, outside and inside buildings, as well as the garden area around buildings;
- Preventive garden maintenance measures to avoid damage at low temperatures; Provision of specialized equipment, tools, pesticides, fertilizers for maintenance work;
- Carrying out the necessary maintenance of plants and flowers in accordance with the season / weather conditions, i.e. clearing the garden from fallen leaves and clearing snow in winter, in the surrounding area;
- Cleaning and snow removal from the roof of the building in winter (at least once a month from November to April) if necessary-payment separately upon arrival;
- Performing other duties (cleaning the roof from seasonal precipitation as needed, etc.) as agreed.

#### Requirements for cleaning materials, gardening and technical equipment:



Cleaning tools and equipment to be used by the Contractor's personnel:

- The staff must have working uniforms and cleaning equipment: vacuum cleaner, snow-removal equipment, water buckets, watering containers, brooms, dustpans, flat shovels, gloves, brushes, rags, garbage bags, and other necessary supplies / tools;
- Cleaning products must be hypoallergenic, harmless to human health and the environment;
- Detergents, including cleaning products for mirrors, glass and leather surfaces, toilet rooms, as well as wax and dust remover, disinfectant, etc;
- Gloves, brushes, rags should be renewed as they become dirty/damaged at least once every 3 months.

**Consumables provided for customers:**

- Toilet paper, z-fold paper towels, roll towels for kitchen areas.
- Liquid hand soap, dishwashing detergents, and other consumables if needed.

Consumables specification:

- Toilet paper: high quality, soft, white, two-layer, in large rolls, with 10 cm perforation, absolutely hygienic, hypoallergenic, highly absorption and highly soluble in water does not clog the water supply system, from environmentally friendly and safe raw materials (100% cellulose).

- Paper towels: must be folded in a Z-shape, ensuring that only one is fed, soft, white, 100% cellulose, and absorbent well  
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- Roll towels: soft, white, should provide economical consumption, 2-ply, 150 m length., with practical one-sized sheets.

- Liquid soap: should consist of natural ingredients causing no irritation, be hypoallergenic, without a strong smell, and should protect the skin from excessive dryness, while maintaining a normal pH balance.

*All cleaning products and consumables must be certified and/or have a state registration certificate and/or must comply with the Technical Regulations of the Republic of Kazakhstan.*

Services (minor urgent repairs), which shall include:

- Repairing the electrical wiring without completely replacing , replacing bulbs and spots, amplifying electrical points with sockets, moving sockets and lighting fixtures to other places, hanging a new ceiling lamp or installing lamps;
- Replacing plumbing equipment without the need to change pipes or insert new equipment into the sewage system (for example, siphons, taps, gaskets);
- Work to eliminate minor malfunctions and damage during the current minor urgent repair, no structural elements or functional purpose of the premises should be changed;
- Calling an electrician/a plumber as and when needed;
- Ready to come to the call at any time as needed for a separate payment, in case of emergency.

**Accountability**

The contractor reports to the Nur-Sultan Common Premises Manager on the cleaning work carried out in accordance with this technical specification, within a month.

The report shall include as follows:

- a) inspection carried out by the object supervisor on the part of the contractor;
- b) additional recommendations for Nur-Sultan Common Premises Unit;
- c) any other questions.

**Working hours and holidays**

Working hours for the technical personnel:

Monday - Thursday: 18:00 – 21:00

Sunday: 09:00 – 18:00

One employee Monday - Thursday: 09:00 – 18:00

Working hours for the gardener/ yard-keeper:  
Monday - Friday: 8:00 – 17:00

*Public holidays – 10 days a year, approved by the UN Mission in Kazakhstan.*

#### **Contract validity period**

The selected contractor will initially be awarded a one-year contract with an extension of two additional years, subject to satisfactory performance, as well as depending on the budget allocation and based on the needs of the UN Office in Nur-Sultan.

#### **Institutional mechanism**

- UNDP administers the selection process for a qualified service provider;
- Upon completion of the selection process, the UNDP will sign a contract with the Contractor on behalf of the participating UN agencies;
- The contractor must appoint a facility supervisor to coordinate the work with the customer and manage the quality of work. The supervisor should monitor and coordinate all communication work between the Contractor and the Nur-Sultan Common Premises Unit .
- UN Representative in Nur-Sultan or CP Manager of the UN Building in Nur-Sultan are the quality management coordinators.

#### **Requirements to the Contractor:**

National organizations registered as legal entities under the legislations of the Republic of Kazakhstan and meets the following requirements may participate in the competition:

- Minimum work experience in the required field: 3 years;
- Minimum similar service contracts over the last 3 years, 5 clients;
- Available letters of recommendation from 3 clients;
- Available necessary cleaning equipment;
- The Contractor shall comply with all the rules of the RK Labor Code in relation to its personnel and shall provide a standard contract between the employer and the employee.

#### **Contractor's Personnel**

The Contractor's personnel must be competent and fully prepared to perform the work. The contractor is responsible for ensuring that its employees meet the following minimum requirements:

- The staff must understand and follow procedure, directions, and instructions;
- The Contractor is obliged to provide cleaning personnel to the Customer's facility who have proven themselves on the positive side and have at least 1 year of experience. Gardening staff for at least 3 years and a janitor-gardener for cleaning the outside area for at least 6 months, as well as an electrician/plumber with at least 3 years of experience;
- The Contractor must take all reasonable measures to ensure that the Contractor's employees are as tactful as possible, and show respect for the work, as well as respect the principles of professionalism and meet the highest standards of moral and ethical behavior;
- The contractor's employees must be fluent in Russian. Knowledge of Kazakh and English are welcome
- Personnel must be physically and mentally fit to perform their daily tasks;
- Be healthy and without any infectious diseases, as evidenced by regular medical examinations carried out in a polyclinics or hospitals with appropriate licenses;
- The Contractor's employees must have strong physical characteristics and health to perform their functional duties;
- All technical personnel should be instructed in personal hygiene before starting work;
- The Contractor's employees must be trained to perform the work, including the use of equipment, accessories, and materials;
- The Contractor's employees must be responsible and decent to have access to the offices of senior UN officials and to the strategic areas of the UN building;
- The contractor undertakes to provide employees with uniform;

- The staff must have the necessary qualifications and work experience. Have a permit, certificate, certificate or other document on demand for electrical and plumbing works;
- The staff must treat the customer's property carefully during the cleaning process.

### **Contractor's Responsibility**

- Ensure that the supervisor reviews the work of their employees at least once a month to ensure the quality of the work;
- Ensure that in case of illness (e.g. rash, cough, fever, vomiting, etc.), the Contractor's staff will be temporarily suspended and temporarily replaced by another employee;
- Ensure that all Contractor's personnel are follow procedure and technical safety rules related to their work;
- The contractor must provide the employees with all the necessary equipment and supplies to perform their functional duties;
- Service personnel for each floor of the building. The number of service personnel may be reduced and / or increased in accordance with the requirements and needs and / or, if necessary at Contractor's sole discretion without sacrificing the quality of work d;
- The contractor must provide additional replacement personnel, which will be confirmed and approved by the Nur-Sultan Common Premises Unit, to replace the main staff temporarily absent (due to illness or vacation). In case of replacement of the main or replacement personnel, notify the Customer one month in advance.
- The contractor must provide reliable information and ID's copy of the company's employees for admission to the territory of UN Building;
- The contractor is fully responsible for the control, discipline, timeliness of the services provided and the work of its employees. The contractor is fully responsible for the employment relationship and contractual obligations with its employees;
- The contractor is fully responsible for all work and services performed by its employees and agents. The Customer, in no case, is not responsible for any person employed by the Contractor.

### **Miscellaneous**

- The Contractor shall, at no extra pay from the Customer, provide life insurance, disability insurance, and medical care for its employees. The UN Office is not be under responsibility for payment of any compensation;
- Customer may, at any time, request in writing the recall or replacement of technical personnel within 24 hours as assigned to perform work or provide services under this Terms of Reference. The contractor shall promptly recall or replace service personnel at his own expense. A request the UN Office for the removal or replacement of the Contractor's service personnel shall not be viewed as a termination of the Contract;
- Customer is not responsible for any acts, omissions, negligence or misconduct of the Contractor's employees, agents, employees or subcontractors, and is not responsible for any costs, expenses or claims related to any illnesses, injuries, deaths or disabilities of employees, agents, employees, or subcontractors performing work or providing services in connection with this terms of reference and the Contract;
- The staff shortage will affect the monthly payment in case of deterioration in the quality of services;
- The Customer reserves the right to change the contractual cost of the service (reduction) if necessary (quarantine period or other restrictions), notifying the Contractor in advance.

### **Other obligations of the Contractor**

1. The Contractor warrants that the equipment and materials that will be used in the performance of the Contract comply with the conditions of this technical specifications;
2. The Contractor shall, at its own expense, take measures to eliminate any damage to real estate or property owned or controlled by the Customer if the said damage is the result of the Contractor's negligence or failure to perform its contractual obligations;
3. The services should be performed in accordance with the privacy policy of UN documents, including official and unofficial information.
4. The Contractor shall not carry out any additional work and services outside this technical specification, without the prior approval thereof by the UN Mission;

5. The Contractor shall be responsible for the payment of wages to its technical personnel in a timely manner irrespective of the receipt of the payment for their services from the UN Mission ; and strictly follow all the norms of the Labor Code of the Republic of Kazakhstan.
6. The Contractor shall notify the Nur-Sultan CP Manager of all injuries sustained at the workplace or accidents if any.

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

**Selection criteria:**

Service providers will be evaluated based on the lowest bid method. The opportunity to provide services will be provided to the service provider whose offer has been evaluated and determined as:

- 1) Meets the requirements of the ToR;
- 2) Offering the lowest cost of service.

## 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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input checked="" 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.			
<b>Previous relevant experience: 5 contracts</b>				
<b>Name of previous contracts</b>	<b>Client &amp; Reference Contact Details including e-mail</b>	<b>Contract Value</b>	<b>Period of activity</b>	<b>Types of activities undertaken</b>

**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.

Yes	No	
<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.
<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.
- 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.

**Currency of Quotation: KZT**

Ref	Description of Deliverables	Qty (months)	Monthly fee	Total sum
1.	Cleaning of office premises, external territory and landscaping in UNDP office in Nur-Sultan	36		
<b>Grand Total Sum including VAT</b>				

**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	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<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.
Minimum 3 years work experience in the required field	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Available necessary cleaning equipment	<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.



<p><i>Exact name and address of company</i></p> <p><b>Company Name</b>Click or tap here to enter text.</p> <p><b>Address:</b> Click or tap here to enter text.</p> <p>Click or tap here to enter text.</p> <p><b>Phone No.:</b>Click or tap here to enter text.</p> <p><b>Email Address:</b>Click or tap here to enter text.</p>	<p><b>Authorized Signature:</b></p> <p><b>Date:</b>Click or tap here to enter text.</p> <p><b>Name:</b>Click or tap here to enter text.</p> <p><b>Functional Title of Authorised Signatory:</b>Click or tap here to enter text.</p> <p><b>Email Address:</b> Click or tap here to enter text.</p>
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